

UNIVERGE BLUE® SPACE MANAGEMENT FOR HOSPITALITY

4.1 Trillion USD
Market Size¹ (2022)

16.13 % CAGR¹
(2023-2028)

4 Billion USD
Digital Spend² (2022)

360-degree integrated solutions delivering insights to improve operational productivity, enhance the guest experience, and provide a safe atmosphere.

Hospitality is a growing service sector that strives to keep up with guest expectations while handling operational issues. In this era of competition, hoteliers have to adopt new innovative practices and technologies to improve the level of performance and, at the same time, delight the guest. With the rising inflow of travellers, hotels must resolve particular challenges that might lead to customer turnover, hamper asset safety, and result in poor space optimization.

- **75%** inventory shortages due to employee theft³
- **12%** drop in profitability margins in over a decade⁴
- **70%** of guests find service time slow and want technology⁵

SOLUTION OVERVIEW

UNIVERGE BLUE SPACE MANAGEMENT is an NEC software platform that interprets vast data from security cameras, Wi-Fi, space booking and check-in information systems, and provides comprehensive insight on spaces and people to hospitality management. This enables hotels/restaurants to optimize space, enhance the experience, and improve security.

This platform also allows the hotel industry to offer personalized experiences to guests and staff with targeted messages via displays and Wi-Fi portals and allows the facility to self-manage their space effectively.



Video analytics that offers state-of-the-art intelligence based on real-time and correlated insight gathered from multiple cameras over a period of time.



The solution integrates with video cameras and touchscreen displays to show generic, safety-related, and contextual information while ensuring adherence to workplace compliance.



Advanced guest portal with multi-vendor AP management, multiple authentication methods, user analytics, surveys, targeted ads, and messages.



Space booking allows staff to book space in offices/conference rooms for themselves or guests.



USE CASES

VISION 	Deploy staff effectively using real-time insights on footfall, heatmaps, queue length, etc.	Prevent damage at hotels/restaurants – Detect real-time threats like guns, fire & smoke, and theft and notify security.	Optimize real estate expenses with comprehensive analytics such as people flow and occupancy.	Understand guests and improve experience by gathering insights on emotions and demographics to take necessary measures.
DISPLAY 	Offer personalized experience to guests – welcoming messages & relevant travel itinerary.	Self-service concierge – navigate hotel paths, order food, and manage reservations.	Leverage demographic data to reduce friction in guest journeys and show relevant advertisements.	Collaborative insights – integrate with vision and portal to show analytics and relevant information on different regions.
PORTAL 	Secure connection for guests.	Contextual information related to travel based on guest data.	Targeted campaigns based on guest demographics.	Emergency and safety message alerts to hotel guests and staff during an incident.

KEY DIFFERENTIATORS

Multi-Vendor Support

Partnered with a network of reliable providers, ensuring:

- Access to the best talent
- Lower operations cost
- Access to unique market insights
- Range of offers
- Flexibility and better services

VMS Agnostic

Open platform architecture compatible with multiple VMS providers in the market.

It enables faster scalability of operations and flexibility during deployment to the teams.

Edge AI Setup

While you can gather comprehensive and correlated insight from analytical dashboards on the cloud, our Edge AI setup will allow you to instantly identify and solve real-world problems, especially security-related issues when they occur.

AAA Services

Wi-Fi portal supports the Authentication, Authorization, and Accounting framework for enhanced cybersecurity. Via this security, organizations can manage user access, enforce policies and privileges and measure consumption.

WHY NEC

- Our global vision combined with our local presence
- Our mission to realize an information-enabled society
- Business operations in 301 regions
- A relentless commitment to help our customers succeed
- 120+ years of field-proven experience

¹ <https://www.marketdataforecast.com/market-reports/the-state-of-the-hospitality-market>

² <https://www.openpr.com/news/2840473/digital-spending-in-hospitality-market-set-for-explosive-growth>

³ <https://blog.clover.com/5-types-of-restaurant-employee-theft-and-how-to-prevent-them/>

⁴ <https://hoteltechreport.com/news/hospitality-statistics>

⁵ <https://www.ameniti.com/blog/5-customer-service-stats-that-will-help-your-hotel-increase-bookings>

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