

**ARRIVE - FEEL GOOD**

**SELF-SERVICE TECHNOLOGIES  
FOR THE HOSPITALITY INDUSTRY**



**HOSPITALITY**

**PYRAMID**

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This brochure introduces Pyramid as your partner for the digitalization of your hospitality business with self-service terminals, digital signage and IT servers.

We will show you how our three brands AKHET®, faytech® and POLYTOUCH® cover the entire digitalization chain in the hospitality industry in an isometric overview. Welcome to the virtual „Hotel Pyramid!“

The solutions you will discover there are available in baseline configurations that cover numerous applications off the shelf. Additional purchases of optional components or peripheral modules are generally not necessary.

For special use cases, our hardware's platform principle supports the cost-efficient and rapid implementation of your special requirements. This makes Pyramid your first choice for setting up a new or modernizing an existing digital infrastructure in your hospitality business, regardless of whether you opt for an off-the-shelf configuration or a custom solution.

The functional and attractive design of our self-service terminals, which usually integrate all peripheral devices within the chassis, has received several international awards.

In 2020, the FLEX received the European Design Award; in 2021 the NANO received the Chicago Athenaeum's Good Design Award. The GDA is one of the most prestigious awards for industrial and product design in the world.

Also important to know: We will provide you with a dedicated contact person for your digitalization project. He or she will be an expert in your industry and will support you from kick-off to roll-out and beyond. A telephone service line is also available to answer your questions.

As you will see: We will accompany you as your competent partner in the digitalization of your hotel, motel or hostel, with innovative technologies, designs and services.

***We are Pyramid: Agile. Creative. Reliable.***

## ABOUT THE AUTHOR

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# 01. TECHNOLOGY THAT MAKES YOU FEEL GOOD

In the hospitality industry, guests' contact with staff is a decisive factor in guest satisfaction: checking in and out at reception, reserving a table for breakfast, or discussing options for a stroll through the city.

However, the personnel shortage, both in Germany and in other countries, is making this difficult: employee time has become a precious commodity. More and more tasks are landing on fewer shoulders. Recruiting additional staff is often unsuccessful, despite the administrative effort being expended on it. Under these circumstances, meeting guests' expectations becomes a feat. Cutting services or reducing opening hours is not a solution for this dilemma.

Considering all this, it makes more sense to concentrate scarce employee resources where they provide guests the greatest added value, and to hand over to technology solutions those tasks that can be digitized without sacrificing service quality.

These include terminals for self-service check-in. No guest wants to wait at reception – neither the business traveler after a hard day's work nor a family after a long journey on crowded roads. With one or more kiosk systems in your lobby, you can multiply the speed of check-in and ensure that the guests' stress ends when they arrive at your accommodation.

Another standard service in every hospitality establishment is providing information to guests. Questions about the hotel, public transit and popular sights in the city are usually top of mind. This is another service that is amenable to digitalization, by using a terminal to provide answers electronically.

Technology solutions can free up your staff to provide those services that make guests want to come back and recommend your accommodation. So let your staff do what machines cannot, for example, handing out small birthday presents, creating proposals for group tours, having cribs set up, providing hikers with boxed lunches, delivering room service, calling a taxi, and – most crucial of all – dealing with complaints.

If you are asking yourself how your guests will react to such technology solutions, you should know that acceptance of self-service solutions is increasing in all sectors, and the hospitality industry is no exception. In many places, digitalization has not just begun, but is already well advanced. This also applies to hotels, motels and hostels: the use of self-service offerings increases if guests derive recognizable benefits from them and the systems are easy to use.

In addition, in 2021, 20 to 49-year-olds accounted for almost 50 % of vacation travelers in Germany. Generation Y and Generation Z are very open to technology in all areas of life. For them, human-to-human interaction is no longer as important as it was to previous generations. Self-service stations at their accommodation are just as natural to them as booking rental cars online, automated self-check-in at airports, and online shopping on the internet.

Due to the extensive differentiation in the hospitality industry, there is no one golden path to successful digitalization. Individual hospitality establishments have different requirements than small chains, and these in turn have different requirements from large chains. Each operator has to decide for themselves which digital components will bring the greatest benefits to their guests, their employees and themselves. Our experts will be happy to advise you! The same also applies to the interfaces between our terminals and your HMS, door locking system and payment processor.

**Pyramid wishes you an informative read!**





The AKHET®, faytech® and POLYTOUCH® brands form an ecosystem that gives Pyramid customers numerous competitive advantages:

#### **Advantage 1**

The technologies of the Pyramid brands complement each other perfectly. Wherever possible, we use our own components for our solutions. For example, the heart of our new OUTDOOR, a self-service terminal for outdoor areas, is an AKHET® industrial computer. The touchscreen comes from faytech®. POLYTOUCH® provides the kiosk-specific hardware. The interaction of these three in-house brands results in optimum compatibility, quality and performance.

#### **Advantage 2**

With our brands, we serve entire digitalization flows, i.e., Pyramid customers benefit from a wide range of solutions. They receive technology from a single source for their individual use cases and touchpoints. This also applies to our consulting services: since our experts come from one company, they can guarantee uniform and coordinated partial solutions that combine to form the optimal overall solution. This eliminates overlapping areas of responsibility and mutual finger-pointing between different project participants if ever something goes wrong.



### Advantage 3

Our supplier network and our in-house production capacities in Europe and Asia are critical to the security of our supply chain, especially in the crisis-ridden procurement situations for electronic products, components and parts.

**PYRAMID**  
AKHET® | FAYTECH® | POLYTOUCH®



## 02. RECEPTION

### POLYTOUCH® FLEX21.5 CHECK-IN & CHECK-IN PRO

The guest's first and last touchpoint with an accommodation is reception. The experience there significantly influences the reviews that guests leave on social media after their stay.

In order for you to get five stars every time, there is the POLYTOUCH® FLEX21.5 CHECK-IN (kiosk on the left). Your guests can use it to check in and out themselves.

For reliable and modern self-service, we have equipped the terminal with peripherals from renowned manufacturers, and housed it in a robust stainless steel chassis: the printer is from Epson, the payment module from Verifone, the scanner from Zebra and the card dispenser from Metriax.

The FLEX is operated via a slim, almost frameless touch display with the look and feel of a tablet. This familiar usability makes self-service inviting for all generations. Even older people know intuitively what to do. Our terminal for the

hospitality industry is based on the FLEX platform, which won the prestigious European Design Award in 2020. With the FLEX and the software application of your choice, you can automate self-service for the benefit of staff and guests.

For example, the guest starts by selecting the language in which they would like the FLEX to guide them through the check-in process. They then scan the QR code they received when they made their booking online, taking it along in electronic form on their cell phone or as a paper printout. The guest then completes any missing data, such as their ID card or passport number, using the virtual on-screen keyboard.

# SERVICE ON DEMAND

Check-in and check-out with one touch



Once the formalities have been completed, the guest receives the RFID room card and the legally required receipts from the FLEX21.5. Self-service check-in creates a win-win situation: the guest's waiting time at reception is reduced, and staff are relieved of administrative tasks.

The manual entry of information and the dreaded check-in errors caused by time pressure are now a thing of the past. The digital registration form is available immediately after self-check-in, and by that time, all data about the guest and their stay are already in the hotel management system (HMS).

Would you like to automate check-in using your guests'

travel and identity documents? No problem! The FLEX21.5 is also available in a PRO version (kiosk on the right). This is equipped with the Thales Gemalto Document Reader AT10K, which checks and authenticates data from electronic ID documents and driver's licenses. The captured data is then automatically stored in the HMS.

And what about checkout? With the FLEX21.5, this can easily be digitized in the same way as check-in. Guests simply select the checkout tile on the FLEX and then click on their reservation. The HMS checks whether the guest still has any outstanding items to pay. After the successful payment process through the payment module, room access expires.



# 03. RECEPTION

POLYTOUCH® FLEX21.5 LITE

# GREAT SERVICE...

...in a small format

The POLYTOUCH® FLEX21.5 LITE is the little brother of the FLEX21.5. It is a self-service kiosk concentrated down to the absolute minimum. We developed it for accommodations that require a terminal with minimal space requirements in the lobby or at reception.

But don't worry! Despite its ultra-compact footprint of just 31.8 x 15.1 cm (12.5 x 6 inch), the POLYTOUCH® FLEX21.5 LITE has everything you need for convenient self-check-in and self-check-out: a 21.5" full-HD touch display, a scanner, and a payment system. The room cards are housed in a stylish dispenser and are briefly placed on the RFID pad by the guest to encode the information.

And what about a printer? Can the FLEX21.5 LITE issue receipts? Yes, it can: on the screen as a QR code! The guest can scan it with their cell phone and take their electronic receipt with them. So much FLEX LITE technology may not fit in a vest pocket, but it does fit in the smallest lobby.

Important to know: you can also use the self-check-in system to inquire about guests' wishes as soon as they arrive. How often should the room be cleaned during their stay, at what interval should the towels in the bathroom be changed? These are just two examples of information that can be collected efficiently without any contact with staff.

In addition, self-check-in is an excellent opportunity for you to offer and charge for additional services: perhaps your guest would like to upgrade to a better room, book breakfast, rent a bicycle or use a parking space on the property?

As you can see: with the terminal family POLYTOUCH® FLEX21.5, you not only successfully digitize check-in and check-out, these systems also streamline communication with your guests and open up additional sources of revenue without the need for staff to intervene.

**POLYTOUCH®**

ORDER HERE



You don't like notifying your guests in your restaurant using pagers? In that case, we recommend the POLYTOUCH® PASSPORT 27 as your kiosk terminal. The super-slim terminal prints out a receipt with the order's call number.

POLYTOUCH®

# 04. CAFETERIA & HOTEL RESTAURANT

## POLYTOUCH® PASSPORT 32 & PYRAMID LOCATION SYSTEM

Cafeterias and restaurants in hotels are professional catering establishments with an extensive selection of dishes, salads, cakes and beverages.

Reliable service staff are needed to take orders, serve food items and collect the bill! But where to find them in times of personnel shortages everywhere?

Have you ever thought about digital support? A POLYTOUCH® PASSPORT 32 can multiply the speed of ordering and payment processing. It can handle a long queue in no time at all, freeing up your restaurant staff.

How does this work? Guests place their orders at the PASSPORT 32 using self-service. The large 32" full-HD touchscreen effectively shows off your food and beverage offerings. This gives your guests a realistic impression of the freshness and quality that your kitchen prepares. Cashless payment can be made directly at the terminal with a debit or credit card.

The advantages of the slim PASSPORT include its space-saving design for easy integration into any room concept. The elegant look of the terminal is partially due to its cable-free appearance: in the standalone version, the base serves as a channel for the cables that supply the kiosk with power and data.

In the version with two displays, the PASSPORT serves several guests at the same time, thus reducing waiting times during busy periods even more.

Converting or retrofitting the kiosk with peripheral modules is straightforward. There is plenty of space for them in the console (belly) and in the frame. This means maximum flexibility for the intended use, and high cost efficiency when the specific use case changes.

If you're thinking: „That's all well and good, but how do the food and beverages get to the guest?“ The solution is called PYRAMID LOCATION SYSTEM (PLS) and works like this: after payment has been received, the PASSPORT 32 issues the guest a pager. With the small disk in hand or pocket, the guest can look for a seat in the restaurant. As soon as the order has been prepared, the PASSPORT 32 receives a message from the PLS, which it passes on to the guest by means of an acoustic or visual signal. The guest can now make their way to the food counter, where their delicious meal is waiting for them.

Do you offer table service? Then use the PLS to ensure that every meal reaches the guest quickly and reliably! The PLS tracks a person in real time via the pager, meaning changes in position are registered immediately and displayed to the service staff on a monitor and/or tablet. This enables the waiter to find the guest even if they have moved after ordering.

Scan the QR code to watch the video!



## SELF-ORDERING...

...with table service

# 05. LOBBY

## FAYTECH® 55" MEGASCREEN

Whether personalized welcome messages, schedules for conferences or workshops at the hotel, invitations to rate their accommodation on social media, cultural tips about local customs, holidays or behavior...

The huge 55" screen of the MEGASCREEN by faytech® is an eye-catcher that prominently presents important information in full HD or 4K - including content to promote your own image!

Present your accommodation in the best light and invite guests on virtual tours behind the scenes! You can give your guests an insight into the kitchen, restaurant, front and back office and show them how one cog fits into the other. Or give your accommodation a human face by introducing the people who keep it running.

In short... for everything of relevance, the MEGASCREEN is your unmissable ambassador in the public areas in the hotel and, if you wish, entertainer as well, because the MEGASCREEN is also available with a touch panel!

Your guests can use the touch panel to interact with the content on the display. Pure infotainment! The resulting use cases are as numerous as they are exciting: surfing the Internet, talking with avatars, quizzes and puzzle games to shorten the time until they have to leave or their event starts. The possibilities are endless...

With these services, you increase loyalty to your brand and thus your guests' loyalty to your hotel! Of course, you can also simply run popular videos on the MEGASCREEN.

Would you like some technical details on the MEGASCREEN? Its optical bonding guarantees very good readability and visibility of screen content even under difficult lighting conditions. No matter where it is placed, the colors are so crisp and the details so sharp that viewing the content is a feast for the eyes.

The LED backlight has a service life of 100,000 hours. This corresponds to a durability of an incredible 12 years in 24/7 continuous operation! So you can be sure that the MEGASCREEN will reward your purchase with a high return on investment.

The touch panel is made of 2.8 mm thick glass with hardness grade 7 and is therefore highly resistant to damage. Its antimicrobial coating reliably destroys bacteria and viruses.

Good to know: a fully-fledged media player is integrated into the MEGASCREEN, which means that media content can also be maintained and presented locally via USB interface if this is desired or required.



Scan the QR code  
to read the datasheet



# INFORMATION CENTER



**Infotainment...**

.....visually stunning and unmissable

# 06. HOTEL PARKING LOT & OUTDOOR ARRIVAL AREA

## POLYTOUCH® OUTDOOR

Hotel digitalization doesn't just start at reception! A generous parking lot saves guests the stressful search for a parking space. If the purchase of a parking ticket at the self-service terminal runs smoothly, that's the first plus point for your accommodation.

There are advantages for guests and operators: when parking fees are paid directly at the terminal, there will be no subsequent charges on the room bill. This avoids any discussions at reception about unexpected invoice amounts.

Selected hardware from a single source stands for high performance and ease of use in all seasons and predestines the terminal for continuous outdoor use. The OUTDOOR's full-HD touchscreen comes from faytech®, the industrial computer from AKHET®, and the kiosk technology from POLYTOUCH®.

The 32" touchscreen makes it easy for all generations to purchase tickets. In addition, the OUTDOOR presents guests with important information about your hotel's offers while they are still in the parking lot. For example, you can draw attention to the opening hours of the restaurant or your spa facility.

At 150 kg, the OUTDOOR is a weatherproof heavyweight with the perfect equipment for harsh and demanding environmental conditions: an active cooling system and a bright, high-contrast, anti-glare screen whose content is easy to read even in very bright sunlight.

The LED backlight has a service life of 100,000 hours. This corresponds to 12 years in 24/7 operation. All this excellent technology is protected from damage by a front glass with hardness grade 7.

What else is there to know about the OUTDOOR? Depending on the software application and peripheral modules, this terminal shines in even more all-weather use cases!

As a self-check-in and check-out terminal, the OUTDOOR extends arrival and departure times at your accommodation to 24/7. And as a charging station, it provides electric guests with the energy they need for their electric vehicle.



# PARKING TICKETS & CHECK-IN, CHECK-OUT & CHARGING STATION,...


... fast & intuitive

# 07. BACKOFFICE

AKHET® VARIOFLEX



AKHET®



A high-performance network infrastructure is necessary to provide guests with an optimal digital experience in their accommodation. This includes fast internet access, reliable and secure Wi-Fi, and a performant local network.

These three modules allow optimal networking between the HMS, telephone system, TVs, IT backup system, video surveillance, check-in and check-out system, IoT devices and the industrial computers, and therefore all processes.

Of course, IT security plays an important role in the hospitality industry, which stores highly sensitive data, so that data breaches or attacks on and in the network must be detected and defended against.

Pyramid is a leading developer and manufacturer of IT servers and industrial computers for B2B customers. In the field of IT security, Pyramid provides companies with hardware solutions. These serve robust and innovative security software as a powerful platform for securing critical infrastructures, e-government applications, official internal and external communication and industries.

For server infrastructure and virtualization, Pyramid produces servers from 1 to 4 height units for its customers according to their requirements. They are characterized by their customization options and proven longevity.

Communication in the business environment encompasses areas such as collaboration, mobility and productivity. Unified communications solutions occupy a central position in companies and are geared towards IP connectivity, reliability and scalability.

Thanks to the modular principle of AKHET® servers, manufacturers can offer complete solutions in their market whose equipment, performance, housing dimensions, branding and logistics (drop shipping) are precisely tailored to the desired company sizes.

**PERFORMANT SERVERS...**

...for efficient and secure data traffic.



**WE ARE  
PYRAMID**

AKHET® | FAYTECH® | POLYTOUCH®

# AKHET®

## YOUR TAILOR-MADE HARDWARE SOLUTION

High quality computer systems for  
industrial automation, retail, network & security  
for medium-sized businesses and large enterprises.



# faytech

## YOUR TOUCH SOLUTIONS SPECIALIST

Specialized in design, development, manufacturing and  
marketing of touch screen monitors and touch screen PCs.



# POLYTOUCH®

## ULTIMATE TOUCHSCREEN SOLUTIONS FOR TODAY AND TOMORROW

Interactive self-service kiosks, info terminals,  
paging and real-time locating systems.



**PYRAMID**  
agile. creative. reliable.