



**speech & software** technologies

SST – An Overview  
of  
Products and Solutions  
For Hospitality And  
Gated Residential Communities

# SST Company Profile

**Speech and Software Technologies  
(SSTIL)**

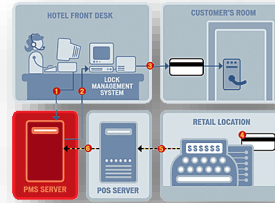
is jointly promoted  
with  
**TATA Sons Ltd.**



# SST Company Profile

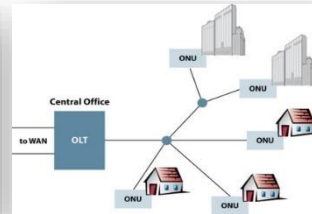
SST is a customer focused organization with more than **15 years** experience in software development with a special focus on:

Hospitality software systems



Development of custom interfaces between disparate and legacy hospitality systems

Design of voice networks and limited mobility for hotels and implementation



Design of active networks and passive optical networks and implementation

# SST Key Strengths

Software design, implementation, and finally integrating hardware and software to turn a concept into a product

Interfaces to disparate Hardware and Software systems using standards such as SOAP and XML

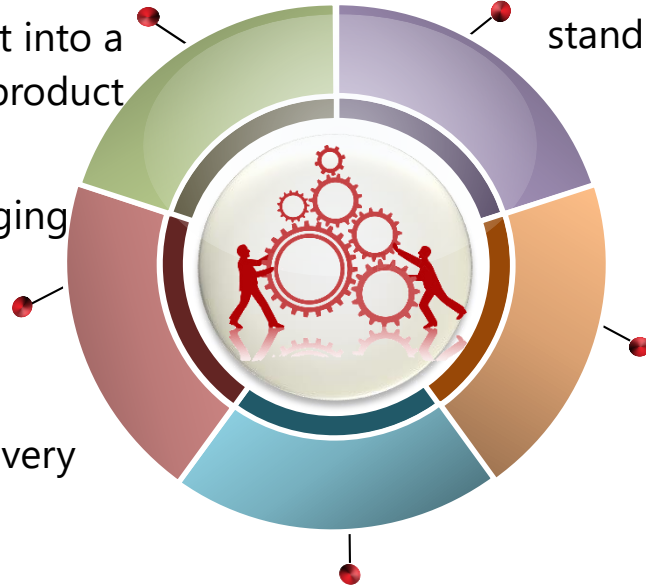
Developing Products / Managing projects from start to finish, including:

- requirements gathering,
- project management,
- quality assurance and delivery

Worked with teams in:

- India
- UK and
- the US

Worked together with Hotel IT Managers at many leading hotels in India and the UK



# SST Experience

- Developed websites and integrated them with central reservation systems. Provided maintenance
- Worked with search engine optimization and e-commerce integration
- Designed and implemented Gigabit Passive Optical Networks (GPON) to provide converged services of data, voice and IPTV.
- Converged network provides high speed internet access both on wired as well as WiFi and telephony.
- Designed entire IPTV infrastructure from the roof top C band antennas, plan cabling to the IP head end with encoders and streamers providing, a mix of paid channels and free to air channels
- Designed interactive Voice Response Systems, driven by user's voice commands and text to speech conversion for voice feedback.



# SST Value Add

We are customer centric. Here are the reasons:

Experience working with clients spanning hospitality, healthcare, residential, communities and the Government successfully.



Strong project management skills. Successfully implemented projects with multiple teams.



Provision of a 24/7 support system for high network uptime.



# SST Products and Services

We have customized, developed and implemented products and services for hotels, hospitals and residential developments.

- Interactive Television Systems for hotels, hospitals and premium residential projects



- Online Vehicle Tracking Systems based on GPS and GPRS.

- Interfaces to Property Management Systems (PMSs)
- Central Reservation Systems (CRSs)
- Revenue Management Systems (RMSs) based on industry standards such as HTNG and OTA

Developed interfaces for:

- Micros Fidelio
- Pegasus Solutions
- Trust International
- PAR-Springer Miller Systems
- Amadeus PMS and
- Amadeus-Optims RMS

# SST Products and Services

## Guest Excel for Hotels

### The Application

A PC-based guests' service-requests and complaints tracking systems, with a built in escalation mechanism.



### The Interface

- Guests interact with a single trained agent at the hotel by:
  - touching only one button on the room phone for any service or complaint
- A human agent enters the service request into an easy-to-use user interface
- The job is automatically delegated to a free runner on the floor and is tracked until closure
- If the job is not closed within the allotted time, the matter is escalated to multiple levels using both:
  - email and
  - text messaging on mobile phones

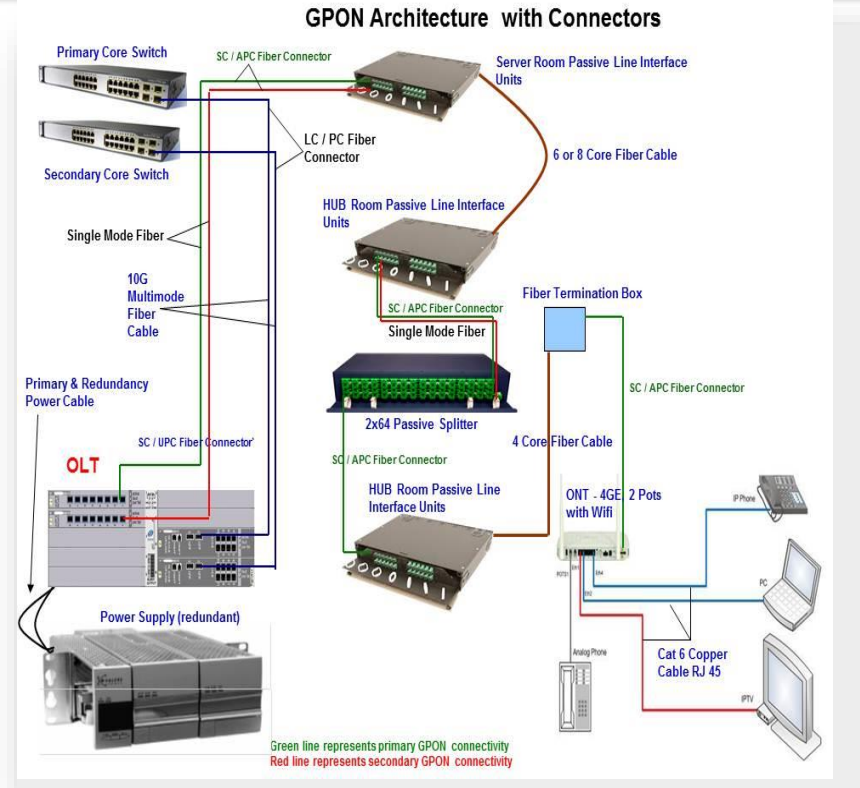


# SST Products and Services

## GPON for Hotels

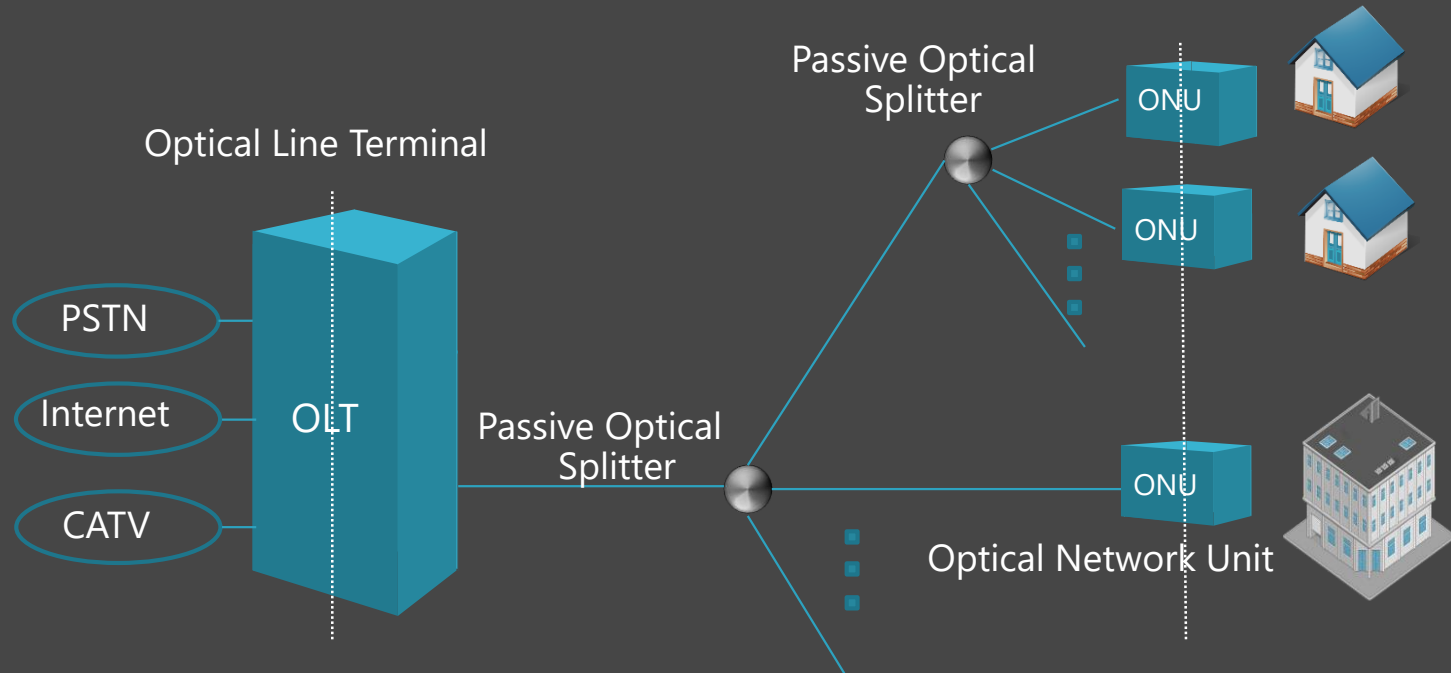
### Converged Gigabit Passive Optical Network (GPON):

- Data for wired and Wireless internet access
- Voice using an IP PBX
- CCTV streams for security / surveillance
- Back of House data



# GPON Deployment in a Resort

## Passive Optical Network



# GPON Benefits

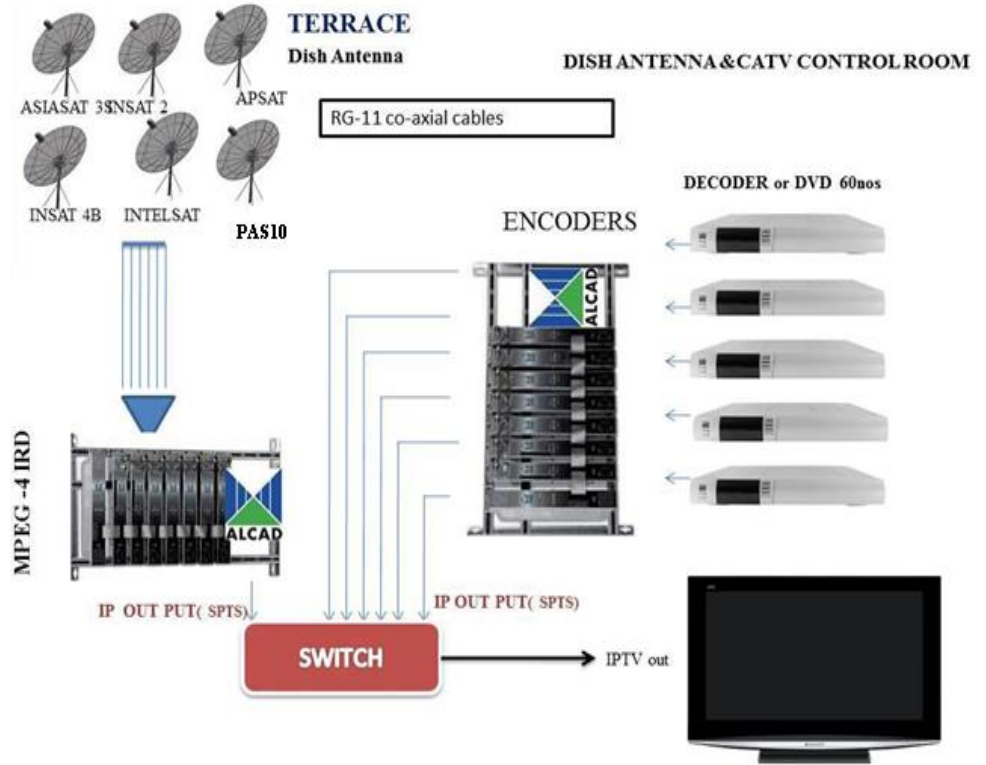
- GPON consists of an Optical Line Terminal (OLT) connecting to multiple Optical Networking Terminals (ONTs), using a passive optical distribution network
- GPON avoids the need for active electronics in the field by employing a passive optical splitter. Being a passive device, the splitter never fails, requires no power or cooling and is extremely stable
- As a result, GPON reduces air conditioning costs significantly, thus reducing Opex
- GPON reduces Capex, 16 to 64 customers per fiber
- GPON reduces Opex, passive network implies easy upgrades, reduces Central Office wiring and space requirements
- Multiple services on a single fiber into each home: RF Video, IP Video, Data and Voice on a single fiber
- New subscribers can be added easily, future bandwidth almost limitless

# SST Products and Services

## IPTV for Hotels

### IPTV for TV channels and Guest Services

- Interactive Television and Video on Demand solution
- IPTV streams for TV channels on hotel's IP network



# SST Payment Gateways and E-commerce

We have integrated with different third party payment gateways and Customer Loyalty Programs such as:



# SST Clientele

Our list of clients includes some of the prestigious brands mentioned below:

## Hotels

## Hospitals

## Gated Residential Communities

## Government



# SST Customer Case Studies


| Customer name                            | Logo  | SOW   |
|--|---|---|
| Taj Hotels Resorts and Palaces           |  | Design development and deployment of a hotel chain website for the Taj Group, with online reservations enabled. |
| Novotel Hotel, Bengaluru                 |  | Design, supply and implementation of GPON   |
| Ibis Hotel, Delhi (DIAL)                 |  | Design, supply and implementation of GPON   |
| Lebara Group (The Gateway Hotel) Chennai |  | Design, supply and implementation of GPON   |
| Lebara Group (The Gateway Hotel) Chennai |  | Design, supply and implementation of IPTV   |

# SST Customer Case Studies

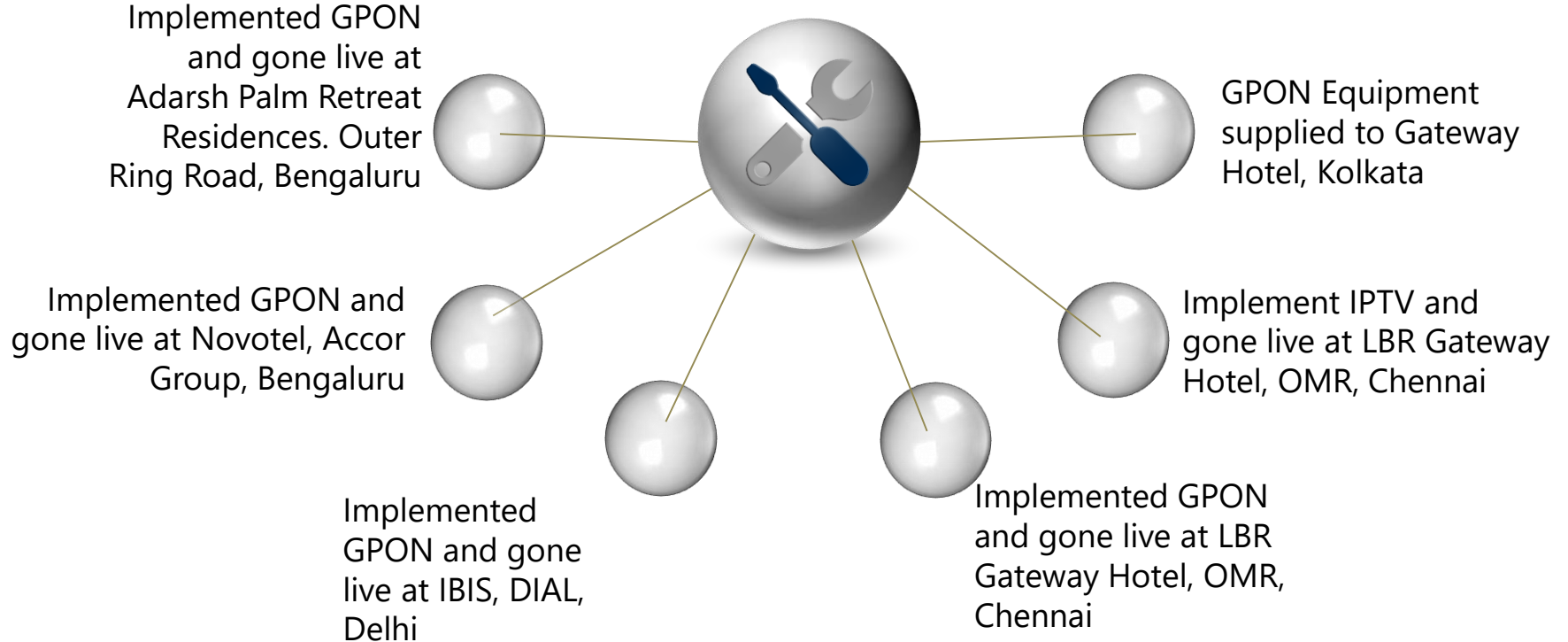
| Customer name                                | Logo  | SOW   |
|--|---|---|
| Sakra World Hospital                         |  | Design, supply and implementation of IPTV                         |
| Sankara Nethralaya Hospital                  |  | Design, supply and implementation of IVRS                         |
| Indian Railways Hospital                     |  | Design, supply and implementation of IP-based Q Management system |
| Adarsh Palm Retreat, ORR, Bengaluru          |  | Design, supply and implementation of GPON                         |
| Feathers a Radha Hotel – Manapakkam, Chennai |  | Design, supply and implementation of GPON                         |
| Feathers a Radha Hotel – Manapakkam, Chennai |  | Design, supply and implementation of IPTV                         |



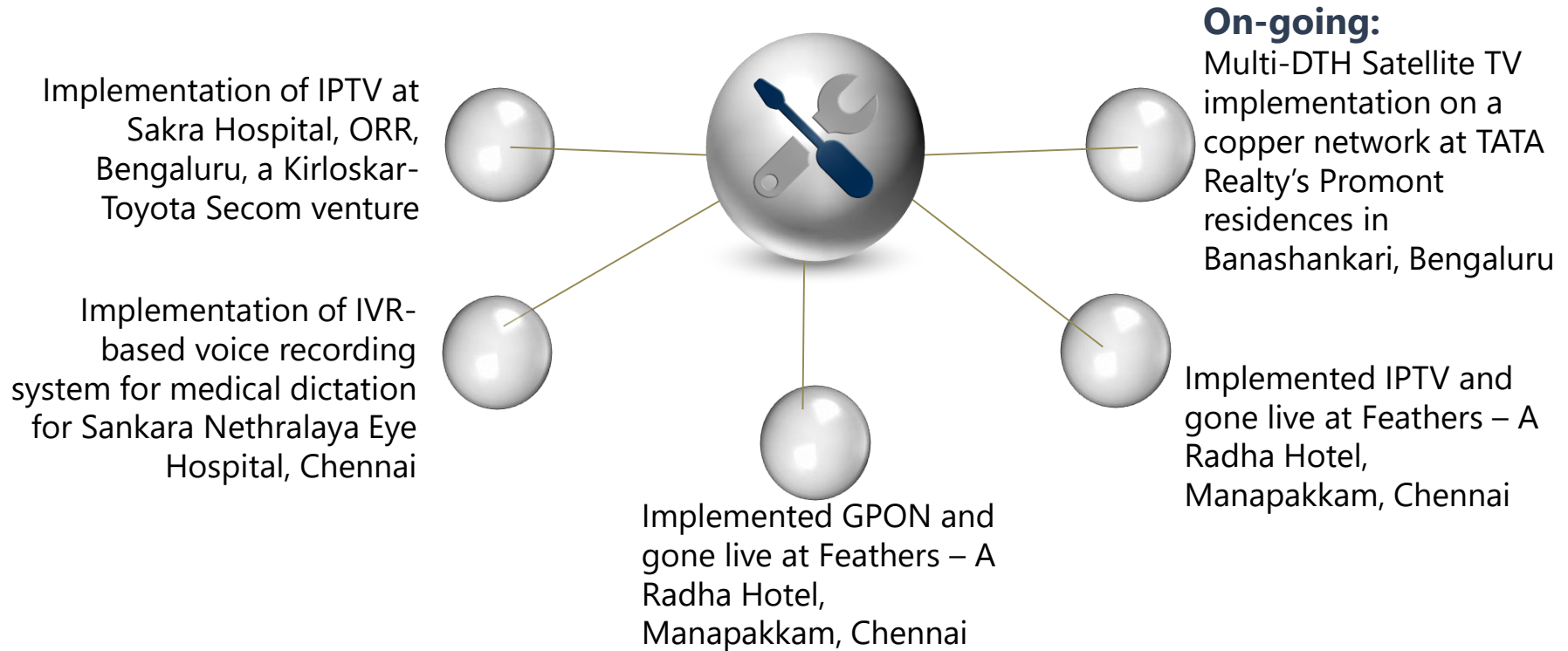
# SST Customer Case Studies

| Customer name                    | Logo  | SOW   |
|----------------------------------|---|---|
| TATA Realty's Promont Residences |  | Design, supply and implementation of multi DTH Satellite TV |
|                                  |   |   |
|                                  |   |   |
|                                  |   |   |
|                                  |   |   |
|                                  |   |   |

# SST Customer Installations



# SST Customer Installations



# Contact Us

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