



Hotel ICON

## Hotel ICON Takes Guest Service to Another Level with New FCS i-Guest Technology

Premium hotel pilots smartphone application, simplifying  
guest experience customization before, during and after hotel stays



**Hong Kong — October 8, 2012** — Having recently celebrated its first anniversary, Hotel ICON continues to support research and innovation in the hospitality industry by introducing the Hotel ICON i-Guest smartphone application. Suited with various useful functionalities, the application provides guests with a revolutionary way to enhance their entire stay experience. Hotel ICON i-Guest app is now available for [free download](#) in the Apple Apps Store.

At the leading edge of hospitality technology, the hotel is the first in Asia to implement the [FCS i-Guest](#) application, a multi-language, self-service portal that allows guests to customize all aspects of their hotel visit and access property amenities and services from their own mobile devices.

Founded and owned by The Hong Kong Polytechnic University (PolyU), the School of Hotel and Tourism Management (SHTM) and Hotel ICON complex is a global center of excellence in hospitality and tourism education and research. The complex is a state-of-the-art learning environment that includes conference facilities, teaching restaurants, classrooms, a library and several technology labs. Hotel ICON management has selected the FCS product suite, as it is a comprehensive technology solution that meets both operational and teaching needs.

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"This is a stylish and innovative way for guests to request hotel services—anytime, anywhere," says Hotel ICON General Manager Richard Hatter. "The i-Guest application matches Hotel ICON's vision of providing our guests with traditional Asian hospitality, with all its courteous and attentive qualities, but in a refreshingly modern and international environment."

FCS i-Guest is available for smartphones and mobile devices running on the Android and iOS operating systems, it allows guests to access hotel services, offerings and information at any time and from anywhere. Guests can use the system to make service requests (dispatched automatically through the integrated FCS e-Connect and FCS e-Engineering systems directly to relevant staff), order room service, set do-not-disturb and wakeup calls (automatically setup via the FCS WinVoice system), redeem loyalty program offerings, check real-time folio data and perform express check-out (directly through FCS Unicorn/UBIS system with live guest information). Moreover, i-Guest features mobile concierge functionalities powered by the integrated FCS e-Concierge system, including restaurant reservations, local attraction information, airline updates, travel guides and current news. Besides enhancing the guest's stay experience, i-Guest is helping to simplify and streamline hotel operations, reducing staffing requirements and eliminating language barriers with the latest mobile technology.

As an i-Guest client property, Hotel ICON is able to fully leverage another intriguing mobile app recently launched by FCS known as the FCS i-Guest Hotels Finder. i-Guest Hotels Finder allows anyone with a smart device to search for any hotels that are FCS customers and can play directions to the property and the nearest airport in the local language for the benefit of taxi drivers and other native speakers. Guests can now interact with Hotel ICON prior to arrival via FCS i-Guest Hotels Finder and FCS i-Guest. FCS i-Guest Hotels Finder is available for free download in the [Apple's App Store](#), [Google Play](#), [Samsung Apps marketplace](#) and [Samsung Bada Apps Store](#).

In addition to i-Guest, Hotel ICON is using several other FCS technology products, including integrated billing and interfacing solution FCS UBIS, dynamic voice messaging system FCS WinVoice, automated work order dispatch system FCS e-Connect, maintenance tracking

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software FCS e-Engineering, concierge services system FCS e-Concierge and unified guest messaging system FCS i-Suite.

“Hotel ICON and PolyU selected FCS as the technological centerpiece of this world-class hotel and hospitality education facility speaks volumes about where our products rank in the industry marketplace,” says Akina Ho, VP of Strategy and Global Business Development for FCS. “i-Guest is a paradigm-shifting guest service application, revolutionizing the way hotels and consumers interact. There are other products similar to i-Guest, but none can integrate so seamlessly with other systems. i-Guest is appropriate for Hotel ICON, as it is one of the most modern luxury hotels providing the training ground for the next generation.”

For more information on the FCS i-Guest application or any other system within the comprehensive FCS suite of hospitality technology product solutions, please visit [www.fcscs.com](http://www.fcscs.com).

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### **About Hotel ICON**

Unlike any other, Hotel ICON is an upscale Hong Kong hotel in the heart of Tsim Sha Tsui East. Standing as a testament to Hong Kong’s creative energy and vibrant arts scene, Hotel ICON showcases work from the city’s celebrated designers and the world’s most acclaimed architects. Offering the ultimate in comfort and committed to service excellence, Hotel ICON’s 262 stylish guestrooms comprise seductive extras, including complimentary wired and Wi-Fi internet connections and an ultra-slim 40” Ultra High Definition LED TV. Located on level 9, Hotel ICON’s Angsana Spa is a tranquil oasis while the harbor-facing outdoor swimming pool and fitness centre allow guests to exercise while enjoying views of Hong Kong Island’s spectacular skyline. With a maximum capacity of 580 persons, Hotel ICON’s grand Silverbox ballroom is the ideal venue for a celebration or theatre-style conference. Hotel ICON houses three restaurants: Above & Beyond, The Market and GREEN, providing guests with exceptional quality of the food and impeccable service. wallpaper\* magazine included Hotel ICON in its 2011 list of the world’s Best Business Hotels and earned a coveted spot in the Condé Nast Traveler’s ‘Hot Tables 2012’ list.

### **About FCS Computer Systems**

Founded in 1982, FCS is a comprehensive hospitality technology solutions provider, with an extensive portfolio of integrated products used by more than 4,000 hotels in 32 countries. FCS comprehensive solution is comprised of five main platforms. FCS Hotel Operation Solution Suite includes a universal interface and billing solution offering onsite or hosted options; an analogue and SIP based voicemail solution, and an Internet bandwidth controlling billing gateway software. FCS e-Solution Platform is a suite of web-based guest serving applications including e-Connect, e-Engineering, e-Housekeeping, e-Concierge and e-Recovery, which will be available on the cloud-enabled FCS c-Solution Platform. FCS m-Solution Platform is a suite of mobile device applications for field staff to take immediate actions via their mobile devices to service the guests. These

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mobile apps are designed to work in conjunction with e-Solution and c-Solution Platforms. The newest innovation is FCS i-Solution Platform which comprised of different mobile device applications running on guests' own mobile devices allowing them to access hotel information and services anytime and anywhere. For more information, visit [www.fcscs.com](http://www.fcscs.com).

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