

NEWS

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Orchestrating a brighter world **NEC**

Ritz-Carlton Yacht Collection goes Smart Cruise with NEC

Interface Technologies & GMG Communications enabled NEC Smart Cruise Solutions to be deployed for optimal efficiency and superior guest services

Hilversum, Miami, Delray Beach, 1 February 2021 – The Ritz-Carlton Yacht Collection has selected and deployed NEC's Smart Cruise Solutions to create a sophisticated and state-of-the-art IP environment that exploits the benefits of present day Enterprise Communications, Mobility, Alarming & Messaging on its latest premier luxury yacht. To combine the luxury lifestyle of The Ritz-Carlton® and the casual freedom of a yachting vacation, The Ritz-Carlton Yacht Collection (or RCYC) commissioned NEC's commercial business partner Interface Technologies & GMG Communications to provide the advanced solutions as part of its custom-built premier luxury yacht Evrima.

Optimal reliability and staff efficiency combined with superior guest services

One of the key challenges at RCYC's first new build was the need to realize a highly reliable and redundant communications solution within the complexity of the Yacht's hospitality and operating system. The new solution had to drive optimal efficiency into the ship's operations and offer a platform for superior passenger guest services, while being fully integrated with the ship's hospitality management systems. An additional requirement was for the solution to provide crew and passengers with maximum safety and security to ensure smooth sailing and maximize the yacht experience.

After a comprehensive technical and functional audit during the Factory Acceptance Test in Chicago NEC's experienced Cruise Team realized the deployment of a fully redundant NEC UNIVERGE SV9500 communications server distributed across the ships' two separate datacenters.

The ship was further outfitted with NEC's IP DECT mobility solution that has been customized for Marine operations to include automatic dual-band frequency switching, reflection cancelling and Mobicall alarm messaging. The yacht's crew is provided with NEC's robust top-of-the-line i766 DECT handsets enabling them to receive all messages – be it staff workflow related or alarms from safety systems - instantly on their phones and respond to them accordingly. NEC BusinessConneCT operator attendants in combination with the Tiger TMS based integration with the ships' PMS hospitality system are used by the ship's guest managers to provide superior guest services. Furthermore, a NEC MA4000 Management solution has been linked and integrated with

the ship's front office environment to support overall systems management.

Benny Lago, VP of Information Technology at the Ritz-Carlton Yacht Collection, confirms: "We are very pleased with the pleasant and professional cooperation with the NEC Cruise team and their partner ITI & GMG in providing us with this robust and reliable communications and messaging solution for our premier luxury yacht. We look forward to a lasting relationship in which they assist us in offering our passengers a carefree and unprecedentedly exquisite yachting experience."

For more information please contact NEC Enterprise Solutions:

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Additional resources:



About Ritz-Carlton Yacht Collection

Designed to combine the luxury lifestyle of The Ritz-Carlton® and the casual freedom of a yachting vacation, The Ritz-Carlton Yacht Collection will offer voyages on three custom-built yachts. Calling on unique and distinguished destinations alike, most voyages range from seven to ten nights, offering many overnight calls and uniquely curated experiences ashore. Each yacht will feature 149 suites, each with its own private terrace, and accommodate up to 298 guests in a relaxed, casually elegant atmosphere. As with The Ritz-Carlton® on land, each yacht will feature personalized service, elevated dining and luxury amenities. The yachts are also available for private charter.

For more information: www.ritzcarltonyachtcollection.com

About Interface Technologies & GMG Communications

Interface Technologies, Inc. provides world class telecommunication and security services to businesses. Our expert team builds customized end-to-end solutions for any business, regardless of company size, location or industry. Since 2001, ITI has curated top partners to provide best in class products and world class support for our clients. For more information:

www.itinetworks.com

GMG Communications specialize in offering a complete solution to fill in the gaps of a client's telecom needs and provides the guidance, back office staff, and resources throughout the entire process. GMG Communications offers clients unbiased consulting tailored to meet your specific telecommunication needs, offering a complete multi-dimensional solution within your budget. We work closely with carriers, hardware manufacturers, and other IT Professionals to get your company the best products, incentives, and quality. We specialize in being a resource to your business from contracts to well after install. We are always available for support and questions. We are your go to! For more information: www.gmgcommunications1.com

About NEC Smart Cruise Solutions

NEC is global leader in the integration of IT, network technologies and communication solutions. Serving customers through a network of sales organizations and business partners, NEC combines global expertise with local presence and is a supplier of choice to the Hospitality industry.

Today NEC has provided its Smart Cruise Solutions to over 25% of all Cruise and Marine ships worldwide. NEC's Smart Cruise Solutions ensure you – shipbuilder, owner, staff and passenger - of the utmost in comfort, quality, safety, efficiency and reliability. Maximizing passenger experience, services and satisfaction, we connect passengers and crew with the information they need. And what's more ... we are here to stay!

For more information: www.nec-enterprise.com/solutions/Marine-and-Cruiseline