

# Luxury Yacht Solution

## Improve Customer Care & Improve Safety with Two-Way Radios Equipped with Apps

### Solution Overview

#### Radio System

- MOTOTRBO Capacity Plus Network
- 32 SL7550 radios for the Captain, deck hands, engineers, stewards, staff & tender boats.

#### Applications

- Alarm Control System (ACS)
- Telephone Interconnect (RBX)
- Steward Management System

### Solution Benefits

- Improved communication between crew members, staff and guests
- Faster response times
- Operational efficiencies improved



### Elevate Guest Services With A Unified Communication System

Two-way radios are your lifeline when you're on the water. Reliable, rugged, and waterproof, MOTOTRBO™ radios connect workers whether they are at the front of the boat or in the maintenance room.

### Two-Way Radio Applications

Teldio's voice & data applications enhance the value of two-way radio networks. By connecting workers to real-time informational intelligence & maintaining a continuous flow of information, productivity increases, responsiveness improves and safety is enhanced.

#### Two-Way Radio Telephony - Radio Branch Exchange (RBX)



RBX is an advanced telephone interconnect that streamlines communication between phone and radio users. Improve communications between guests and mobile workers by enabling phone users to easily reach & converse with groups of radios.

#### Alarm Management & Notifications - Alarm Control System (ACS)



ACS integrates into the marine maintenance system to monitor for alarms around the clock. ACS sends a voice and/or text message to employee's based on their competency, schedule & location. The escalation process decreases response times and ensures that all alarms are acknowledged.

#### A Steward Call Management System

Made specifically for yachts, the app is installed on on-board tablets, Android phones, & desk phones to dispatch requests to waiters, housekeeping, etc. Once a crew member acknowledges the request, all other staff within that group receive a notices that the situation has been handled.

### Super Yacht Solution

Docked in Seattle, Washington, the large, 80-room commercial yacht is the height of luxury.

**Business Problem & Goal** - Due to the size and complexity of the yacht, it can be difficult to communicate with staff on-board both the mother ship & tender boats. When out on the open seas, alarms need to be handled efficiently & effectively.

**Solution** - Teldio's applications integrate with a variety of third-party software systems to create a tailor-made solution. ACS monitors for mechanical, navigational, HVAC, security alarms and customer requests while RBX was added to the network to improve communication between radio and phone users.

**Results** - By implementing Teldio's solution, crew & staff can monitor the entire ship, provide guests with premium service and operate at maximum efficiency.