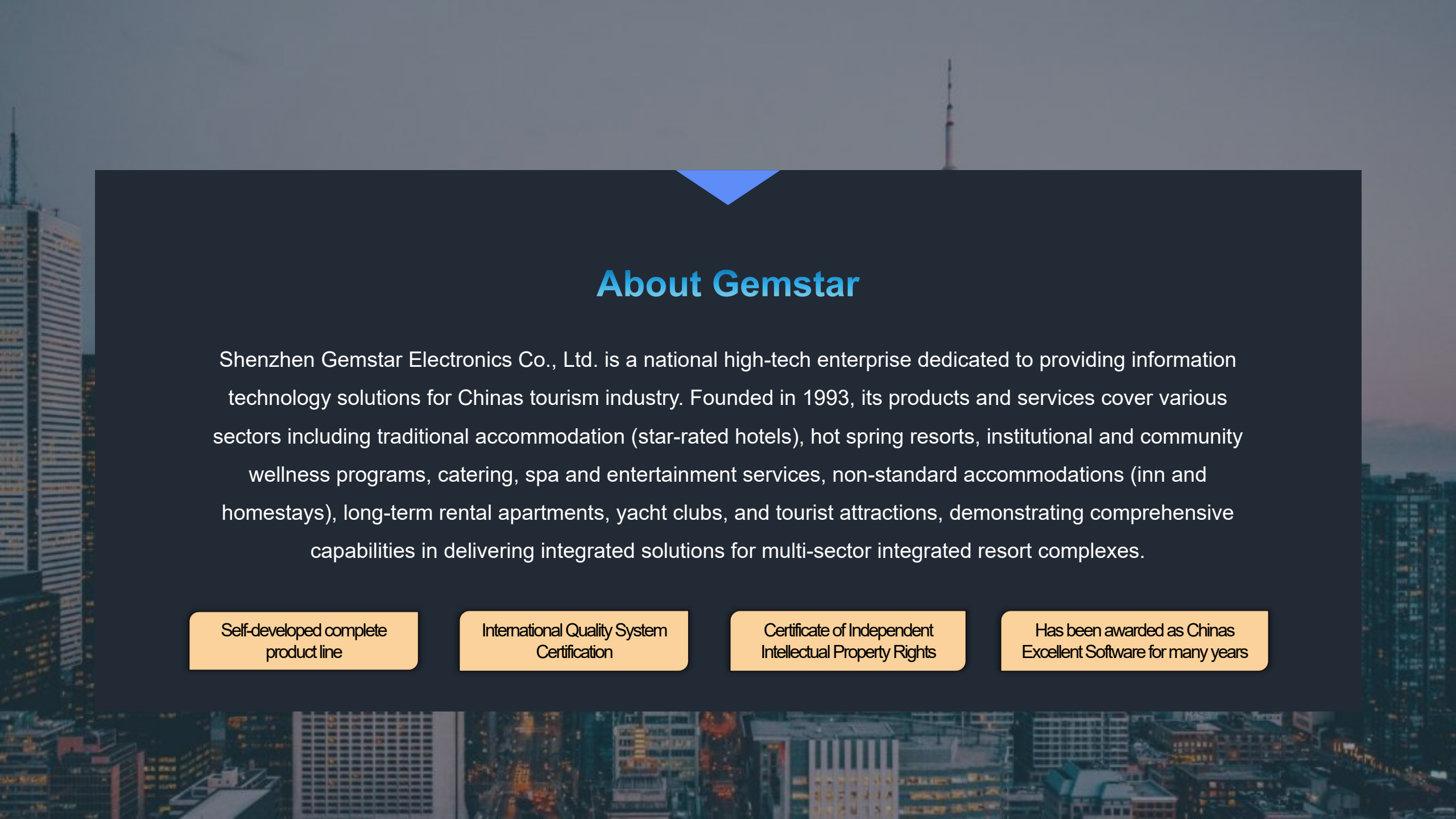


Integrated Services / One-Stop Applications New Scenarios & Innovations / Tech Ecosystem Integration



AI Smart Hotel Digital Solution



About Gemstar

Shenzhen Gemstar Electronics Co., Ltd. is a national high-tech enterprise dedicated to providing information technology solutions for China's tourism industry. Founded in 1993, its products and services cover various sectors including traditional accommodation (star-rated hotels), hot spring resorts, institutional and community wellness programs, catering, spa and entertainment services, non-standard accommodations (inn and homestays), long-term rental apartments, yacht clubs, and tourist attractions, demonstrating comprehensive capabilities in delivering integrated solutions for multi-sector integrated resort complexes.

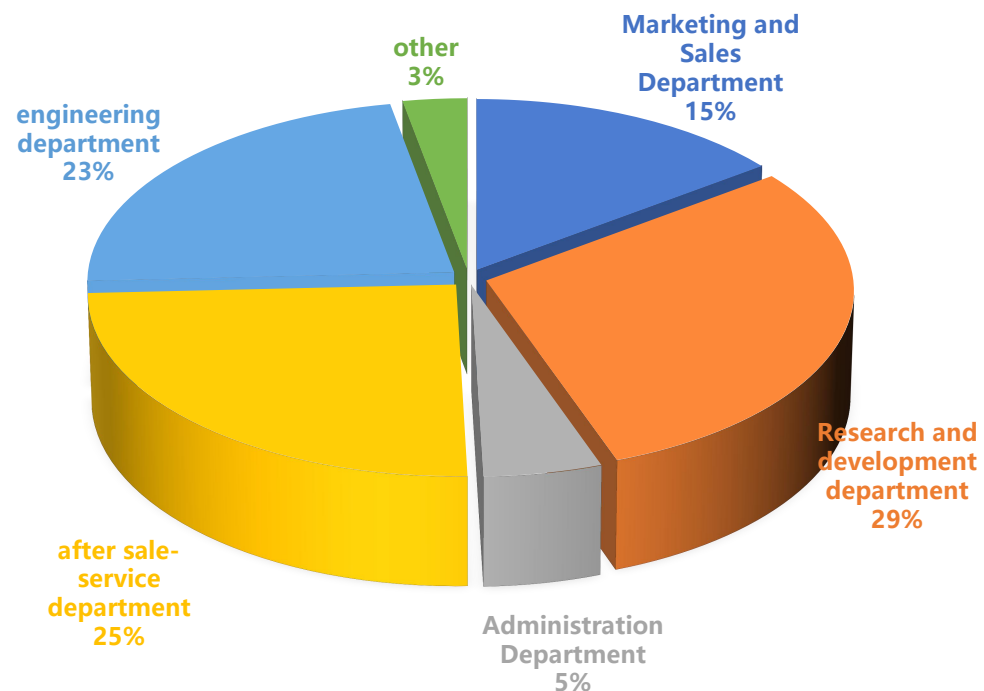
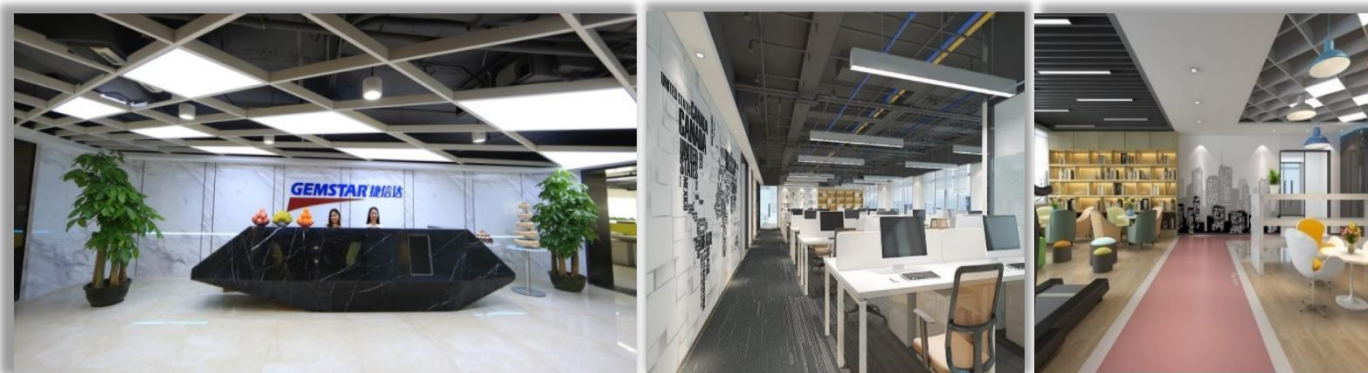
Self-developed complete
product line

International Quality System
Certification

Certificate of Independent
Intellectual Property Rights

Has been awarded as China's
Excellent Software for many years

Gemstar has a professional team of over 200 members, with more than 60% of core employees possessing over 8 years of experience in cultural tourism management and industry digitalization, and over 75% holding technical positions.



Working together with customers to build brands and services that are truly warm and customer-oriented.

Robust R&D support

- 30% of the team dedicated to R&D
- The entire series was developed independently by our own team.
- Over 100 patented works
- Standard Version and Customized Version
- Open API Interface

Full-Chain Solution

- PMS apply
- Fine Management
- Innovative Services
- Marketing Empowerment
- Ecological Synergy

Vertical Field Expert

- Hotel
- hot spring SPA
- Scenic Area Park
- Health & Wellness & Medical Care for the Elderly
- SCM

A comprehensive service system

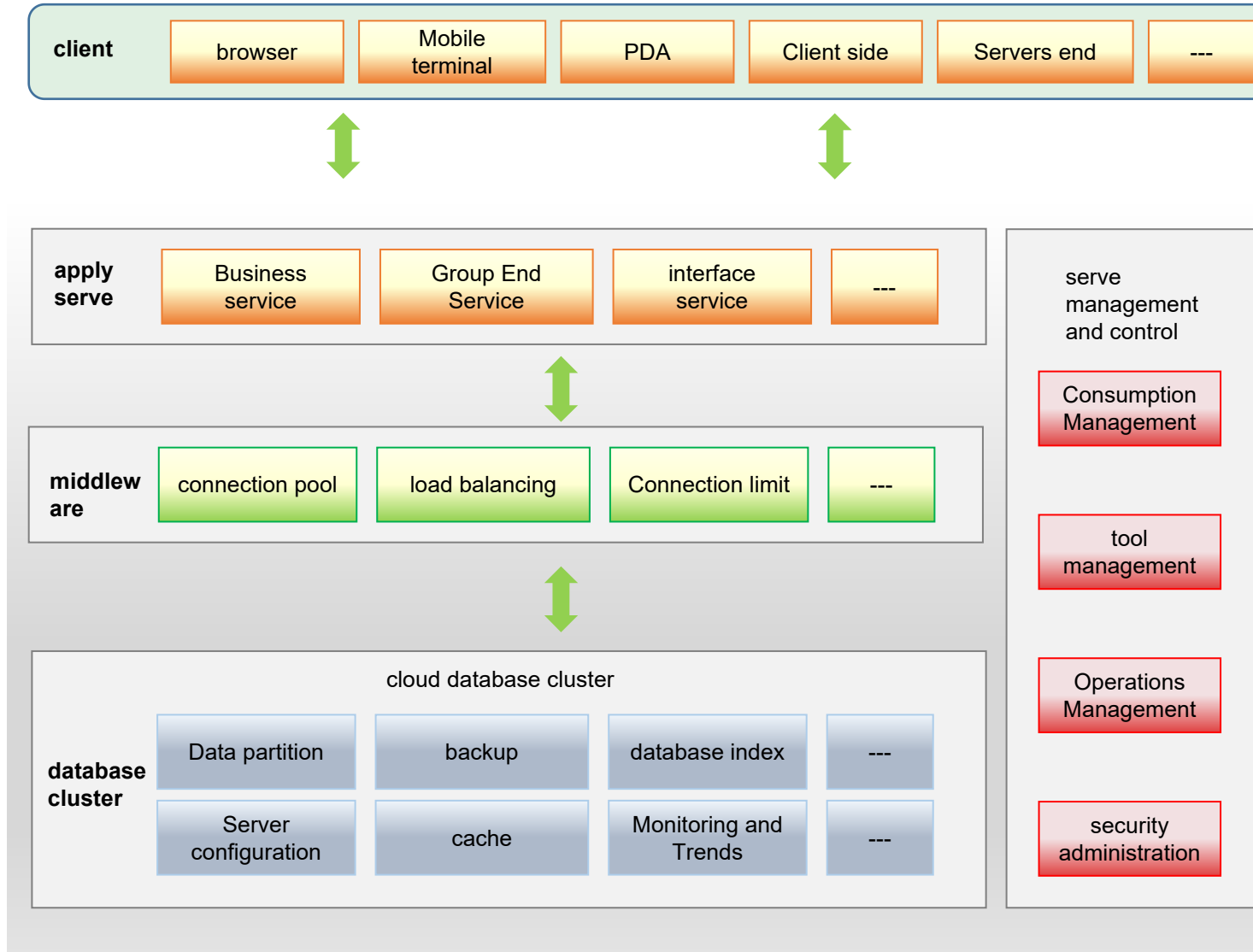
- Remote & On-site Services
- 12 Direct Sales Units
- 16 service networks
- 7x24-hour service
- Standardized Management of SOPs

Serves more than 12,000 customers



- Cambodian Mingan Grand Hotel
- Cambodia Platinum Hotel
- Sky City Bath Hotel in Phnom Penh, Cambodia
- Phnom Penh Hot Spring Resort Hotel in Cambodia (under construction)
- Cambodia Easton Hotel
- Guangdong Zhongshan Hot Springs
- Hong Kong City Olympic Hotel
- Hong Kong City Hui Boutique Hotel
- Hong Kong Shanghai Bay Hong Kong Hotel
- Hong Kong Cruise Hotel
- Hong Kong Os Hotel
- Hong Kong Harbour Hotel
- Royal Spa of Hong Kong
- Hong Kong Wensha Club (3 stores)
- Hong Kong Qifu Health Center
- Macau Art House Boutique Hotel
- SPC Hotel, Djibouti Investment Promotion Group, Africa
- Dongguan Guanyinshan Scenic Area
- Shanshan Peninsula Manrehai Resort
- Huizhou Yuanfang Dongshan Coast Resort Park
- Heyuan Chunmuyuan Town
- Anhui Luan Jinzhai Resort
- Ganzhou Shicheng Dasheng Huayou Hot Spring Hotel, Ganzhou City, Jiangxi Province
- Zhuhai Yu Hot Spring
- Guangdong Four Seasons Culture and Tourism Xinyi Sanhua Li Resort
- Honghu Tourism Investment Group – Yue Xi S Peninsula
- Guangzhou Qixidi Aromatic Group
- Jingmingyang Tourism Group
- Su Shi Hotel Group
- China Travel Service Zhuhai Haquan Bay
- Guangzhou Zengcheng Sanying Hot Spring Resort
- Huizhou Longmen Shentianran Hot Spring Resort
- Yunnan Tengchong Volcanic Hot Sea Hot Spring Resort
- Fuxin Baodi Tianmu Spa Hot Spring Town
- Xinjiang Wujiang Tianshan Hot Spring International Resort City
- Guangdong Conghua Air Biquan Hot Spring Resort
- Yunnan Yuxi Yingyuetan Hot Spring Resort
- Shandong Linyi Zhisheng Tangquan Tourism Resort
- Anhui Tianyuewan Hot Spring Hotel
- Huangdi Palace Imperial Hot Spring Resort Hotel
- Xinfeng Yuntianhai Forest Hot Spring Resort
- Shandong Weifang Disney Hot Spring Town
- Changchun Guoxin Nanshan Hot Spring Resort Hotel
- Ketianxia Group (Meizhou/Heyuan)
- Tengchong Hengyi Hot Spring Hotel – Donghu Hot Spring
- Jingmen Shuangquan Hot Spring Hotel
- Shenyang Qinghe Peninsula Hot Spring Resort Hotel
- Shibaju Hot Springs, Shijiazhuang, Hebei Province
- Hubei Sanjiang Forest Hot Spring Resort
- Xianning Marriott Hot Spring Valley
- Wuhan Sanlifan Hot Springs – Luotian Dabie Mountain Hot Springs
- Panjin Honghai Wetland Hot Springs
- Xuchang Huadu Hot Spring Cultural Tourism Development Co., Ltd.
- Shanghe Hot Springs, Jinan, Shandong; Yunding Hot Spring Resort, Nankunshan, Guangdong; Enping Shanquanwan Resort Hotel
- Mingyue Mountain Shuntian Weijing International Hot Spring Resort Hotel
- Harbin Maple Leaf Town Hot Spring Resort
- Longmen Nunkashan Hot Spring Tourism Park
- Pingxiang Kaiguang Xintiandi Tourism Resort
- Zijinwan Happy Kingdom
- Maoming Romantic Coast Resort
- Mingyueshan Weijing International Hot Spring Resort Hotel
- Shenyang Euro-Aifei Hot Spring Tourism
- Jiugongyu Health and Hot Spring Resort
- Guangzhou Meilinhu Hot Spring Hotel
- Guangdong Shuidi Shan Hot Spring Manor
- GuDou Hot Spring in Xinhui, Guangdong
- Qingyuan Julongwan Natural Hot Spring Resort
- Zhangzhou Changtai Ban Yue Shan Hot Spring Hotel
- Guangzhou Poly International Hot Spring Resort
- Zhangzhou Yunding Hot Spring Hotel
- Tangshan Financial Street Hot Spring Ancient Town
- Weihai Naxianghai Tourism Resort Hot Spring Town
- Anning Hot Spring Peninsula Kailai Resort Hotel
- Liaoning Tianzhu International Hot Spring Resort
- Anhui Xuancheng Shanghai Beach International Hotel
- Fujian has pioneered the development of Luozhou Hot Spring Town.
- Shandong Linyi Guantang Hot Spring Resort
- Ningxia Mangpu Town Tourism Development Co., Ltd.
- Ningbo Banshan Ban Shui Resort Village
- Heyuan Bavaria
- Jiangxi Pingxiang Wugongshan West Sea Hot Spring Group

System design safety



- Ø **SAAS platform-based deployment is available**
- Ø **Supports private cloud databases**
- Ø **You can deploy locally**
- Ø **Mobile applications**
- Ø **Local data cache**
- Ø **Data backup in different locations**

Digital Intelligence 2.0 Empowers Hotels to Compete Differently



01

Full-process Self-service

The entire process — from booking to check-in and check-out — is contact-free, minimizing manual intervention, enhancing efficiency while reducing operational costs, and meeting guests need for a sense of privacy.



02

The Ultimate Smart Technology Experience

By integrating smart devices such as AI, robots, IoT, and self-service kiosks, we create a futuristic accommodation experience that serves as a powerful platform for online promotion.



03

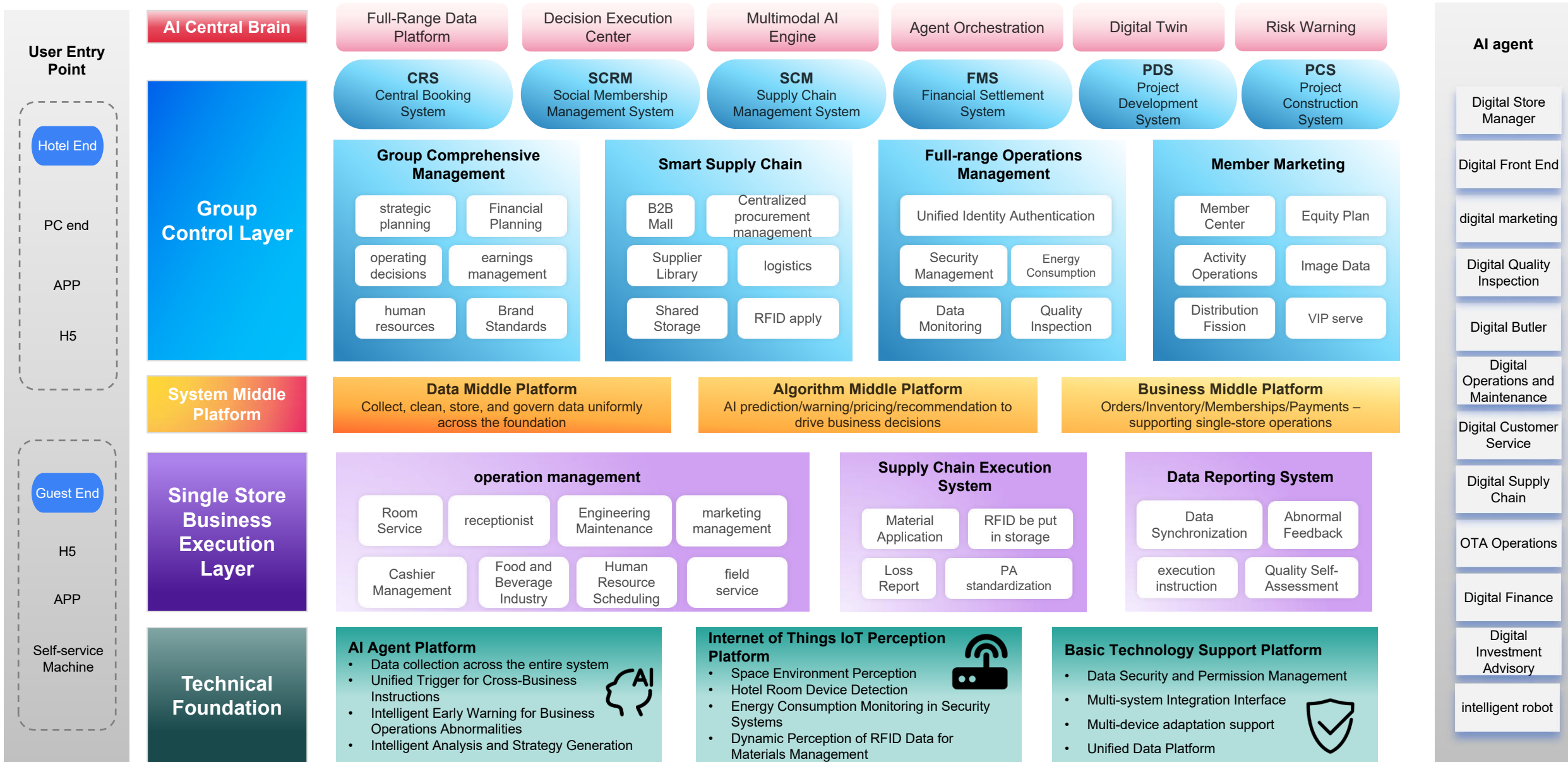
Big Data Driving Operations

The systems integrated architecture enables seamless data interoperability between front-end and back-end systems, leveraging a centralized data platform to support efficient operational management across both the group headquarters and branch offices, thereby reducing costs and boosting revenue.

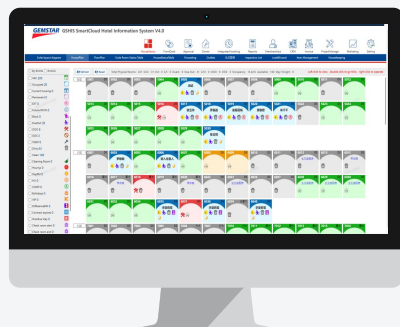


***Technology enables efficient
and intelligent business operations.***

AI-driven solutions; comprehensive collaboration across all departments; a closed-loop data management system; integrated operations for individual stores.



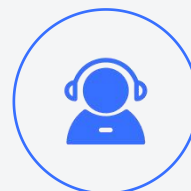
One-Stop Hotel PMS – Multi-Terminal Ready



Based on a B/S architecture and SaaS services, GEMSTAR PMS provides a fully integrated intelligent solution for hotel operations. It covers the entire guest journey and serves as an efficient mobile service, collaboration, and management platform, empowering hotels to achieve digital transformation.



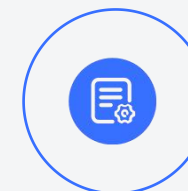
**one-stop
service**



**Booking
reception**



**Electronic breakfast
voucher**



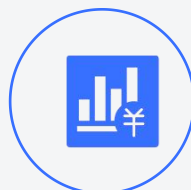
**Housekeeping
Center**



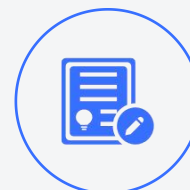
**Marketing
Management**



**Member's
One Card**



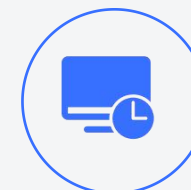
**Cashier
management**



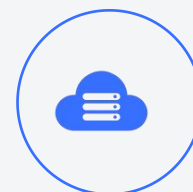
**Contract
unit**



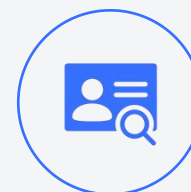
**Report
Center**



iPMS App



Engineering



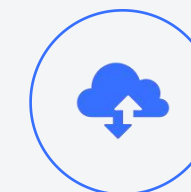
PSB



E-lock PMS



**Intelligent room
control interface**



API

More operational tools to support efficient hotel management



Presidents Cockpit

Real-time multi-dimensional analytics + dynamic alerts via visual BI – empowering store managers, group, and owners with full operational visibility.



GS Manager

Mobile real-time room status management: View room status, receive inspection & cleaning tasks, update room status, report repairs, and log consumables.



AI Customer Service Agent

Smart service assistant with real-time business data – handles deliveries, inquiries, service intros, orders, members, and nearby recs – boosting guest satisfaction & operational efficiency.



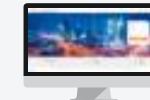
Cloud Engineering

Mobile maintenance management: Task assignment, repair requests, consumables, performance evaluation, and equipment upkeep – all traceable for performance assessment.



SCM Procurement Supply Chain

Digital supply chain management – pricing, procurement, warehouse, suppliers, evaluation, and payables – fully integrated.

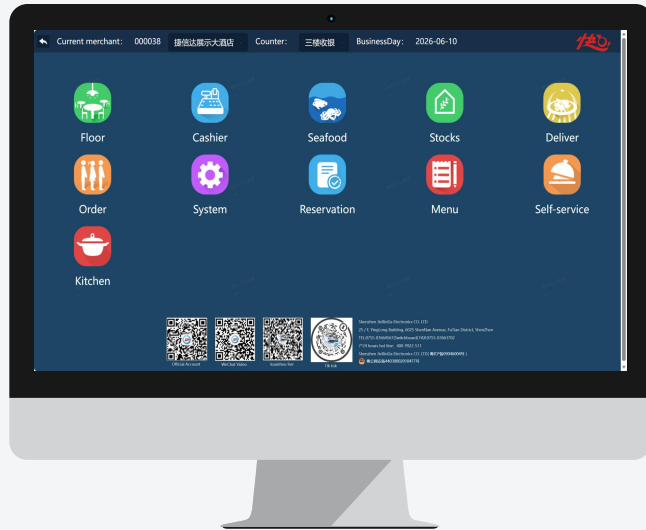


Chengke Marketing Cloud

OTA direct connect – centrally manage pricing, inventory, and status across Agoda, Booking, Expedia, Ctrip&Fliggy. Automated order sync & inventory-based listing push.

Smart catering solutions: Wisdom Enjoys Delicious Food, Digital Intelligence Speeds Up

Reshape the catering process through digital means, create an efficient, convenient, and intelligent dining experience, and achieve a comprehensive upgrade and efficiency leap in catering services.



Full-Scenario Multi-Point Ordering



Touchscreen Ordering



Staff Mobile Ordering



Tablet E-Menu



Table QR Self-ordering



POS Ordering



IC Card Ordering

CRS (Central Reservation System): Unified intelligent management for improved quality and efficiency

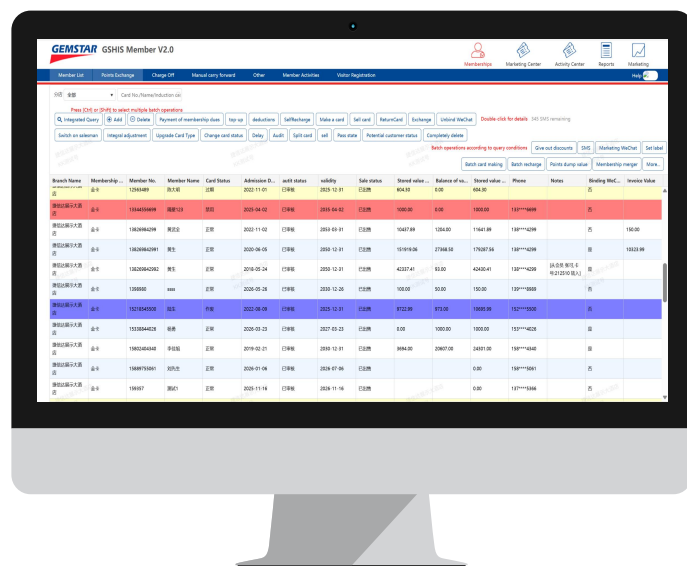


Provide direct online order connection services for hotels, integrating with major global OTAs, travel agencies, social media platforms, and vertical search engines to eliminate manual order entry and improve front desk efficiency.

Gemstar CRM Marketing Platform Features

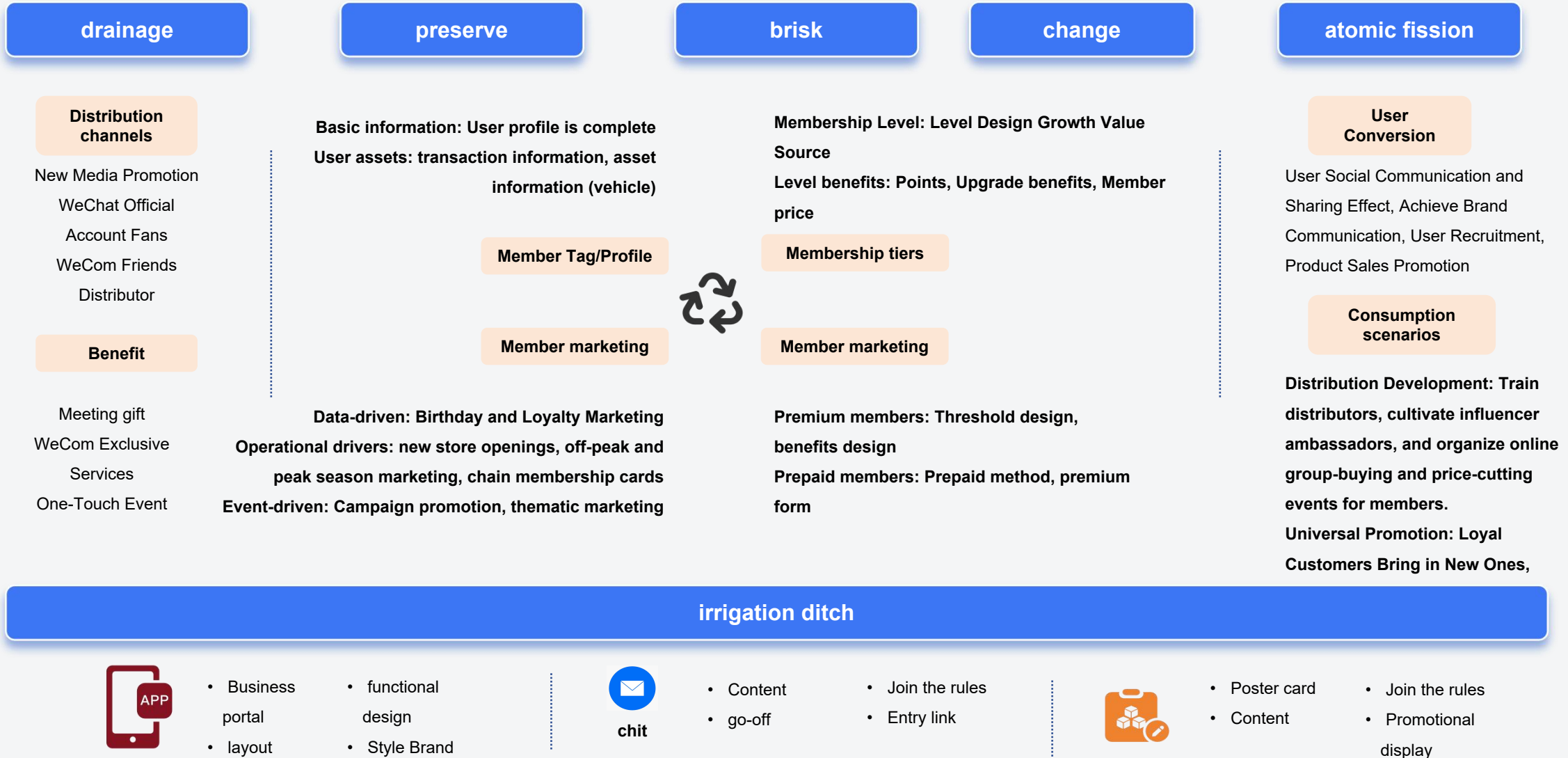


As a core solution for end-to-end customer lifecycle management, it covers the entire customer journey—from acquisition and conversion to operations, repeat purchases, and retention—while enabling seamless collaboration across departments including sales, customer service, marketing, and data analytics. This tool is essential for hotels to build customer assets and enhance operational efficiency.



- Member Profile
- Label Image
- benefit level
- matrix marketing
- discount definition
- Points redemption
- consumption management
- Upgrade policy
- accounting transaction
- contractual unit
- e-ticket
- prepaid strategy
- commission policy
- authority management
- analysis of statements
- data interface

360° lifecycle management for members



Member Tag Data Management for Precision Marketing

Transaction label

- essential information
- Purchase amount
- Purchase product
- Purchase frequency
- Purchased stores
- Purchased channels

Behavior Tag

- omni-channel behavior
- Marketing node preference
- Social preferences
- product preference
- Invitation success rate
- Interactive conversion rate

Operation Tag

- Membership Level
- Member activity
- Membership Value
- Member loss
- Points record
- Number of events participated

Model label

- average consumption time
- Average consumption frequency
- Average spending amount
- Average order value
- age group of consumers
-

Personalized Tags

- occupation
- hobby
- sex
- occupation
- status
- preference

Digitally analyze member marketing trigger frequency, evaluate effectiveness metrics, continuously refine profile optimization strategies, and establish a closed-loop digital member marketing system.

GEMSTAR 捷信达

<

The seamless integration of the Internet of Things delivers a user-friendly experience for digital and intelligent control systems.

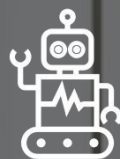
GEMSTAR 捷信达



Internet of Things
Access Control



face recognition



intelligent robot



Scene Control



Smart
Integration



Voice-
Controlled
Room



background music



Smart Sleep



Intelligent
Temperature
Control



Smart Lighting



Smart Audio



Smart Gateway

The PMS integrates with smart guest control systems, synchronizes room status in real time, automatically turns off air conditioning and other devices after check-out, and enables efficient management of energy systems and equipment. Abnormal energy consumption automatically triggers device inspections.

Core Foundation: Huawei WIFI7 CSI Sensing Technology

Ultimate Experience Upgrade



10Gbps ultra-fast access, zero-roaming seamless handover, ensuring absolute network stability under high-concurrency scenarios.

Significant Energy Efficiency Optimization



CSI intelligent air-interface energy-saving tech reduces consumption by over 30%, achieving multi-service on a single network.

Comprehensive Security Protection



7x24-hour network inspection, accurately identifying unauthorized access and devices, ensuring comprehensive data security.

Intelligent Operation & Maintenance



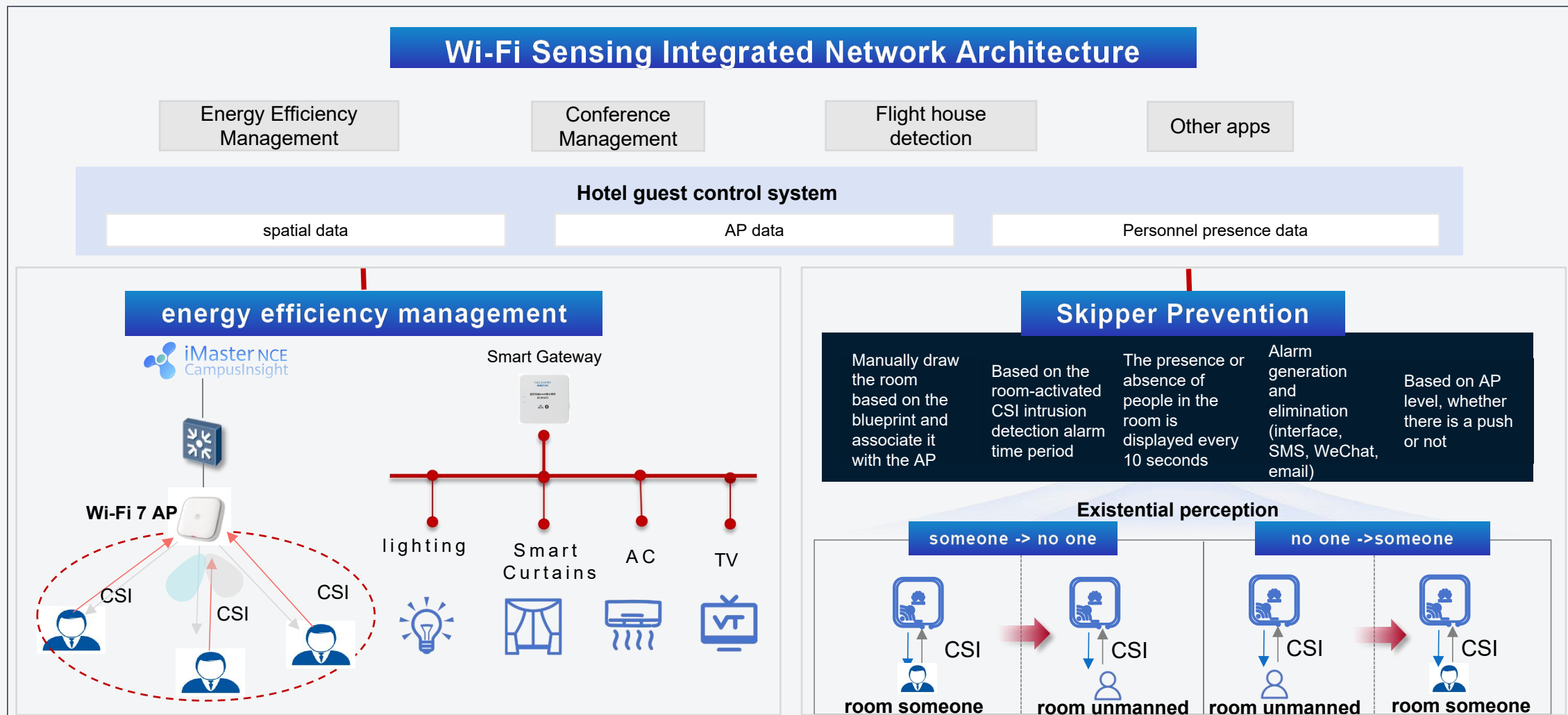
AI-based auto diagnosis reduces manual intervention, improving O&M efficiency by 50%.



The Leap from "Passive Response" to "Active Service"

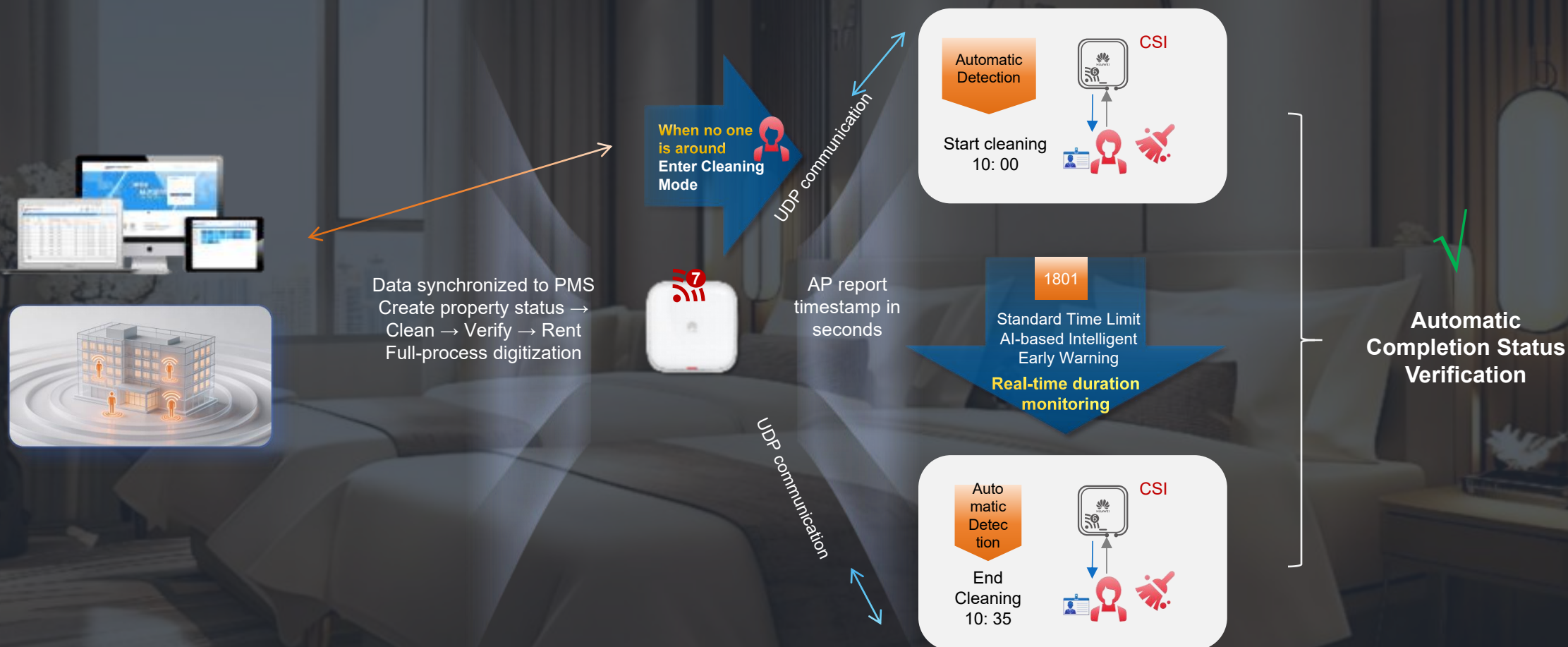
Leveraging WIFI7 CSI integrated sensing technology, smart guest rooms require no extensive hardware modifications while ensuring strict privacy protection, enabling real-time spatial monitoring and proactive service delivery—making every stay a unique intelligent experience.

Smart guest room: Integrated AP and sensor, intelligently linked to hotel guest control system, achieving energy saving and anti-unauthorized access in guest rooms



PMS & Huawei CSI - Intelligent Brain and Keen Eyes

By integrating the industry-leading Huawei WIFI7 CSI sensing technology, it breaks through traditional perception boundaries to achieve comprehensive, real-time, and seamless data collection across hotel spaces. Leveraging a full-stack AI solution as the core engine, it performs deep cleaning, analysis, and modeling of massive spatial perception data, transforming intangible spatial information into actionable and implementable operational strategies.



Enhanced full-scenario experience for CSI Smart Hotels – cost reduction, efficiency improvement, and risk control



Huawei WiFi 7 + CSI intelligent space perception simultaneously meets the dual requirements of communication and sensing, enabling comprehensive scenarios such as high-concurrency operations, energy efficiency, security, anti-peeping, anti-unauthorized access, PA precision cleaning, cleaning traceability, and dynamic patrol monitoring.

Intelligent Anti-Leakage Housing: Preventing Unseen Water Loss

Accurately identify the actual occupancy status of guest rooms and trigger real-time alerts through the PMS system to prevent unauthorized sales and room transfers at the source. This is expected to reduce hidden revenue losses by 10–15%, ensuring every income item remains clearly traceable.

Precise QA Work Orders · Maximize Human Efficiency

The system automatically triggers cleaning assignments based on property conditions, optimizes cleaning workflows, boosts labor efficiency by over 40%, and significantly reduces post-checkout cleaning time.

Comprehensive Energy Conservation Management · Cost Reduction and Efficiency Improvement

The system integrates seamlessly with guest control systems and smart hardware, enabling power disconnection when occupants leave and automatic temperature adjustment based on environmental conditions. It achieves zero energy waste during non-occupancy periods, reducing overall room energy consumption by 20–30% and directly lowering operational costs.

All-weather safety risk management · Active defense

The 24-hour automatic scanning system detects abnormal signals and provides intelligent alerts for hidden camera detection, completely eliminating visual and time-related blind spots in manual inspections.

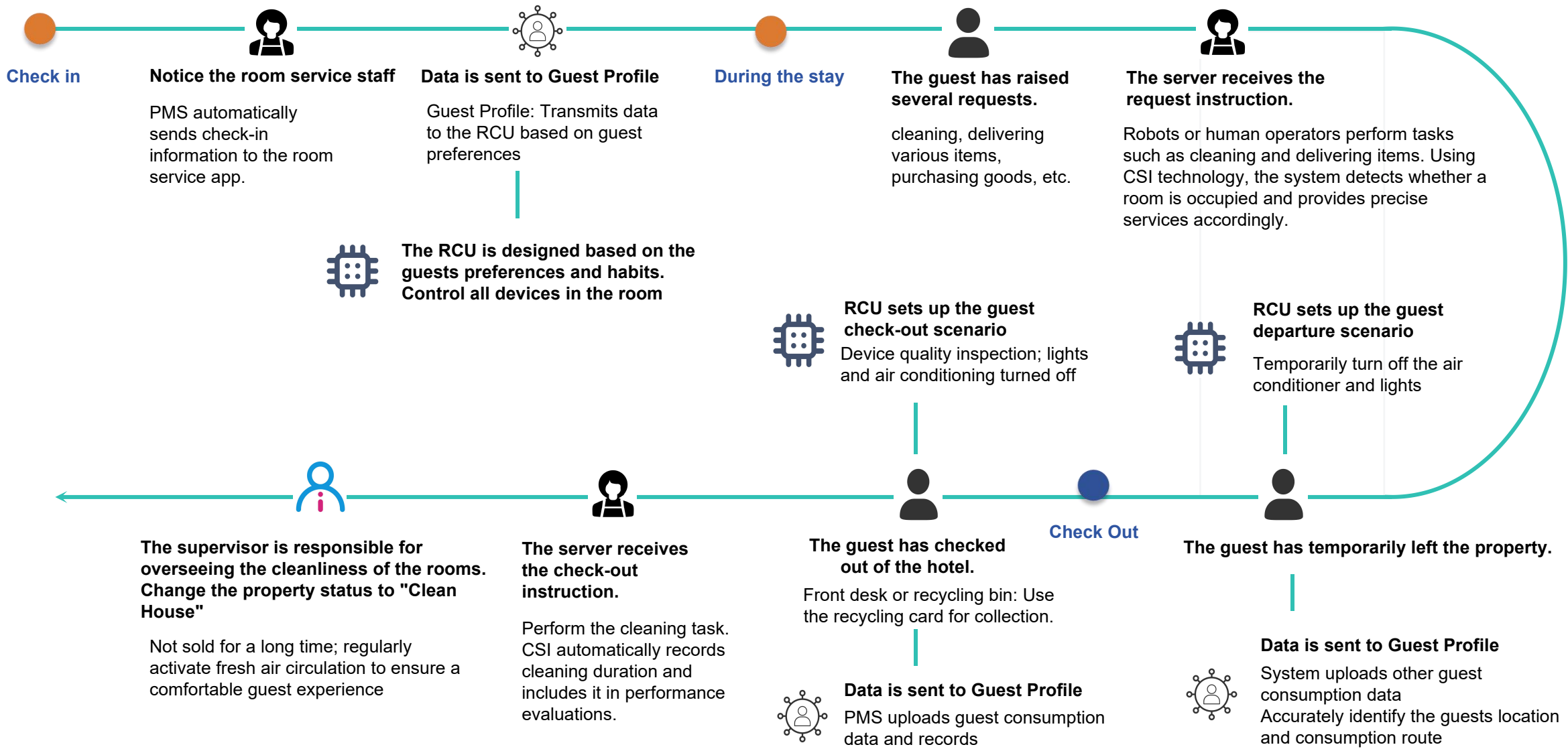
Accurate Services for Daily Life · Invisible Care

The guest room cleaning and service delivery systems intelligently avoid peak times of guest activity, delivering "shadow services." Without disturbing guests private spaces, these systems proactively provide assistance, ensuring care is invisible yet omnipresent.

Accumulation of operational data · Scientific decision-making

Centralize comprehensive operational data—from property status to customer profiles—transforming management from experience-based approaches to data-driven strategies.

The hotel provides comprehensive, intelligent services throughout the entire customer experience process.



Smart sleep monitoring creates a differentiated competitive advantage in promoting health.



Using "sleep" as the focal point, this initiative elevates basic accommodation to a health-focused travel experience while achieving three key objectives: differentiated user experiences, revenue growth, and the accumulation of data assets. Operating without wearables or manual intervention and featuring contactless functionality, it integrates with hotels smart systems—including IoT central control, guest management systems, and membership CRM—creating a closed-loop "data-to-service" ecosystem across multiple platforms.

Ultimate Experience

Seamless monitoring with
zero barriers to use

Customer Segmentation Management

Building Comprehensive Health Profiles
to Enable Precision Marketing

Personalized Services

Visual Reports + AI
Recommendations, Enhancing
Experience Value

Revenue Growth

Creating unique selling points
to boost per-room revenue

Enhanced operational efficiency

Data-driven management improves both
cost reduction and quality.

Long-term Value

Accumulates industry-wide sleep-
related big data to support
sustainable development

Lingshi Support: A 24/7 AI-powered hotel assistance system that redefines business operations.

GEMSTAR 捷信达

Provide hotels with a 24/7 digital workforce and operational support system to reduce costs, improve efficiency, ensure safety, and enhance guest experience.



Security Assistant

Public Area Security Monitoring:



Automatic 24/7 patrols of corridors, lobbies, and other areas, with intelligent detection of anomalies and real-time alerts.

Fire Safety Alert: Automatically detects potential hazards such as blocked fire exits or unattended open flames in kitchens, preventing risks before they occur.



Operation Assistant

Guest Service Optimization: Detects



guest status and intelligently assigns cleaning tasks and services, delivering a "no-disturb service."

Public Area Operations Management:



Intelligent detection of stains in public areas generates work orders; monitors foot traffic to optimize front desk staffing schedules.



Energy Assistant

Smart Air Conditioning Energy Saving:



Automatically adjusts or turns off temperature based on room status and outdoor conditions to reduce energy consumption.

Public lighting control: automatically

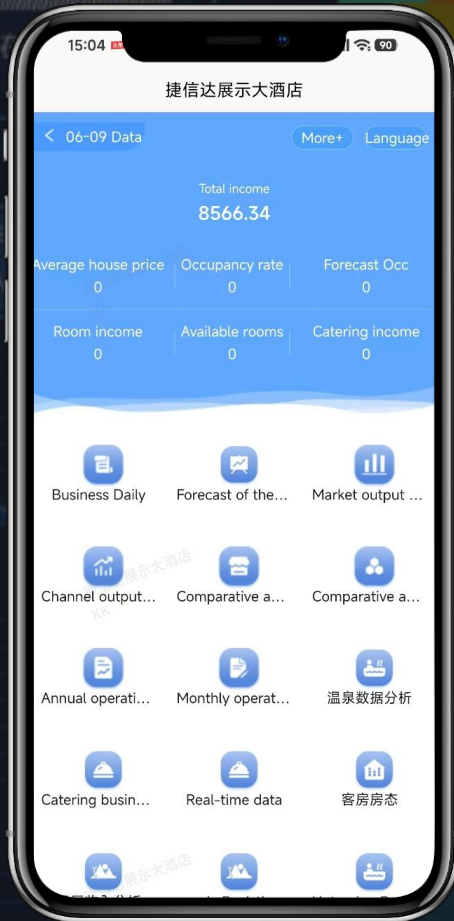


adjusts brightness based on natural light and pedestrian flow, achieving "lights on when people enter, lights off when they leave".

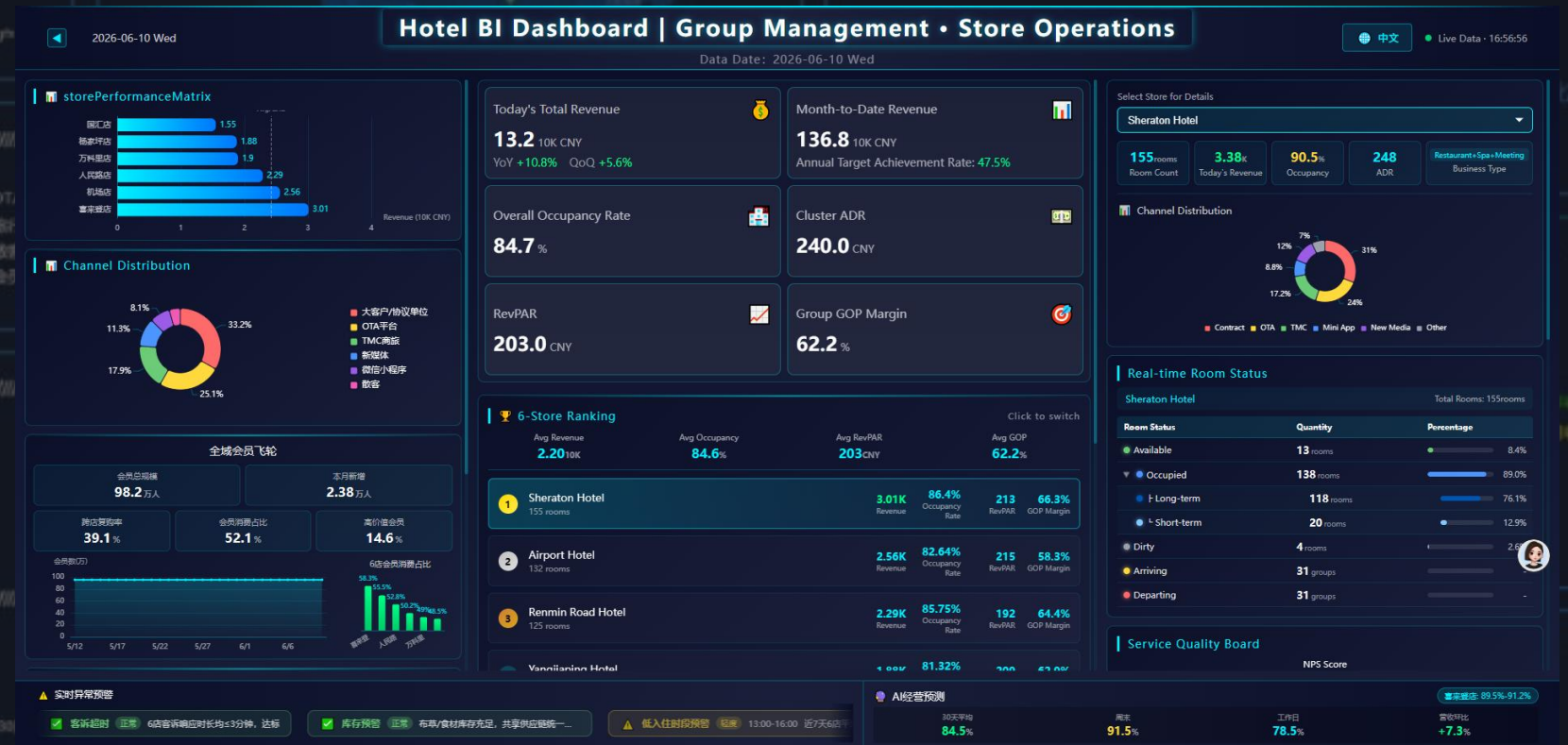
BI visualization enables enterprises to achieve digital and intelligent management.



Multi-format, multi-brand, integrated real-time data overview with dynamic monitoring



Presidents Cockpit



Data Dashboard

A wide-angle photograph of a large, rectangular swimming pool at a resort. The water is a vibrant blue and reflects the sky and surrounding buildings. In the background, there are several multi-story resort buildings with balconies, palm trees, and lounge chairs under umbrellas. The sky is blue with scattered white clouds. The text "A single mini-program with a full-chain closed loop" is overlaid in the center of the image.

"A single mini-program with a full-chain closed loop"

AI-Powered Smart Hotel: Full-Cycle Self-Service Experience Loop

GEMSTAR 捷信达



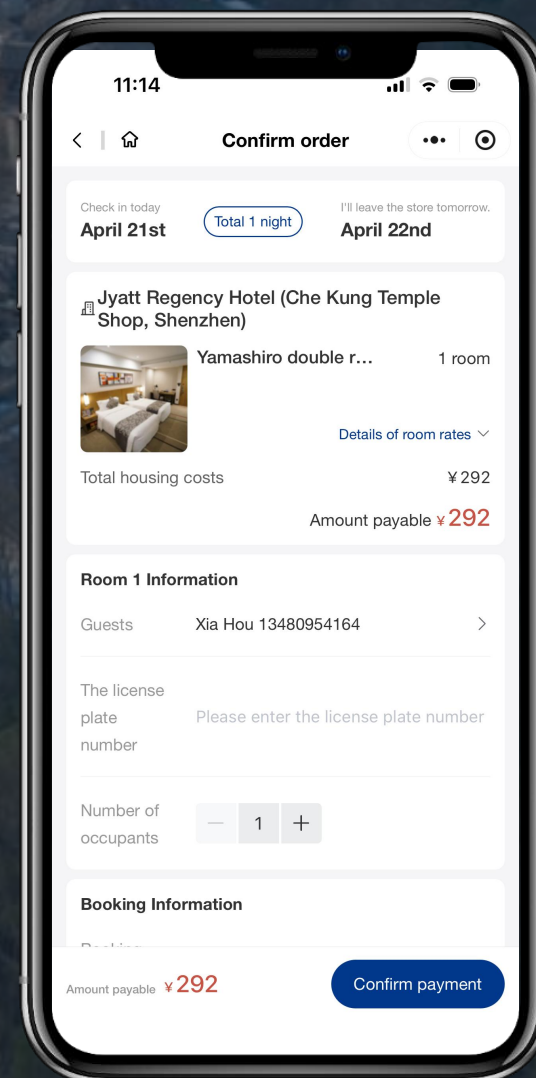
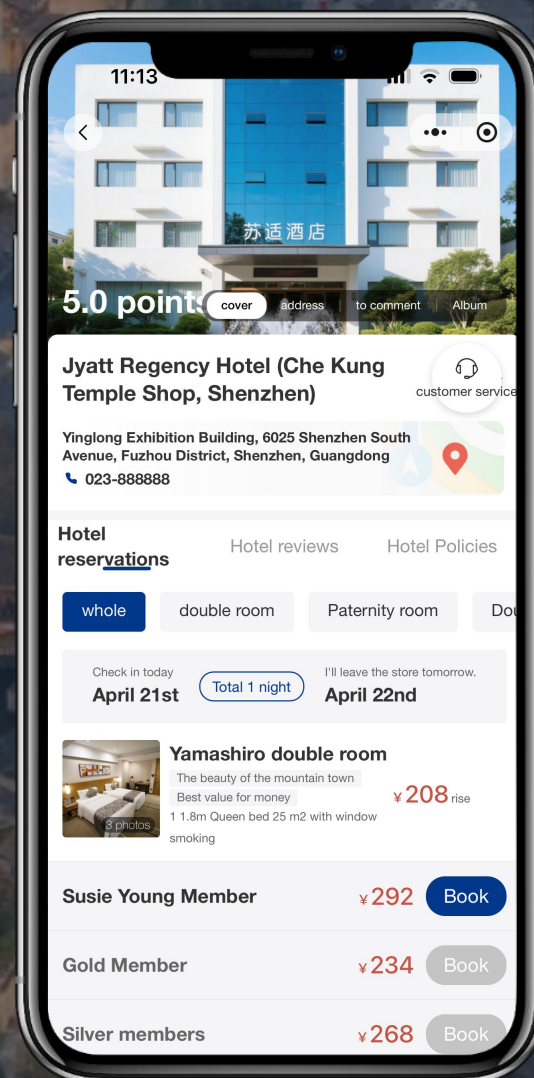
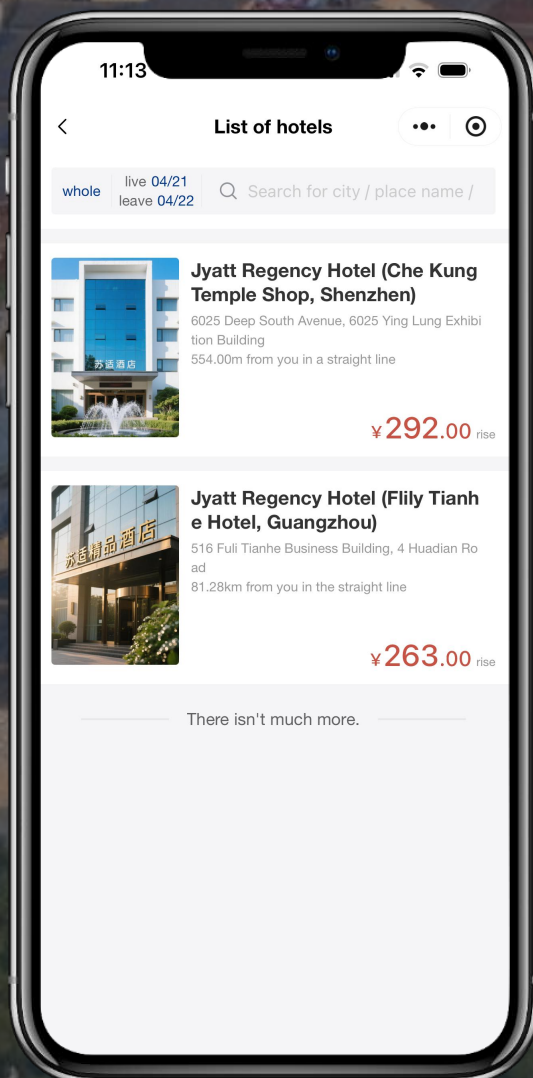
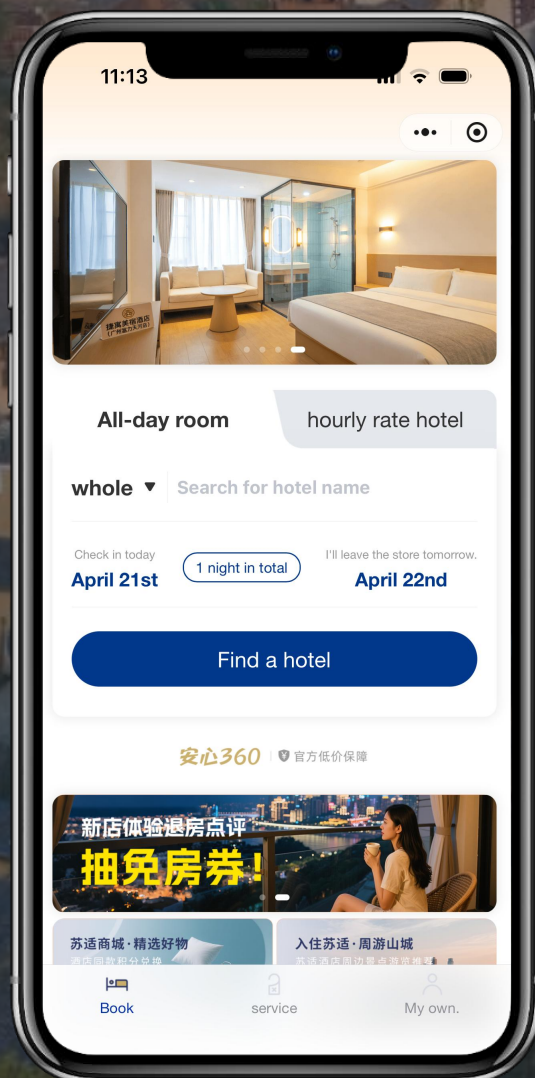


Gemstar creates

"full-chain smart hotel solution"

10-second booking

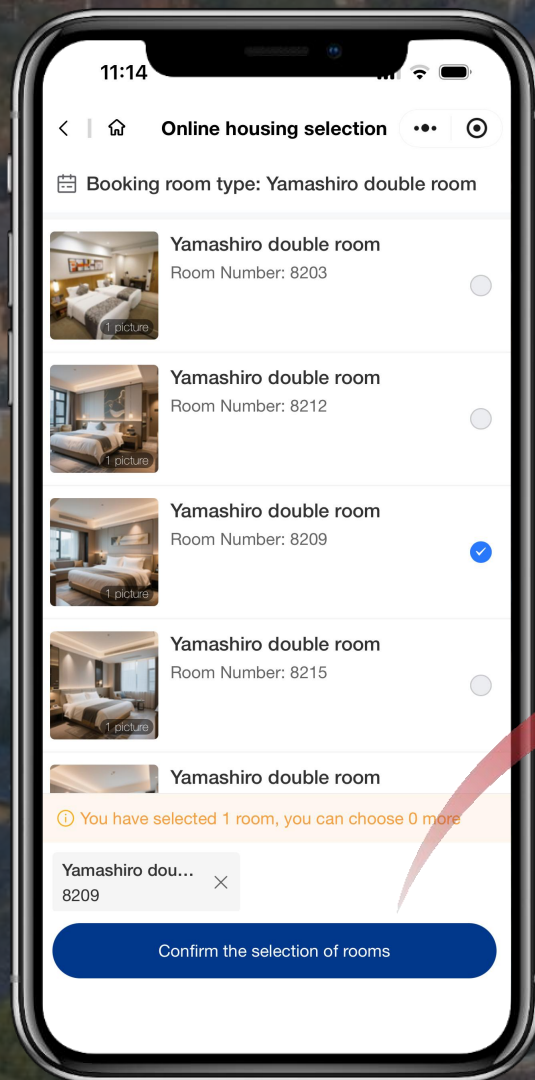
GEMSTAR 捷信达



Advance room selection, 30-second quick check-in



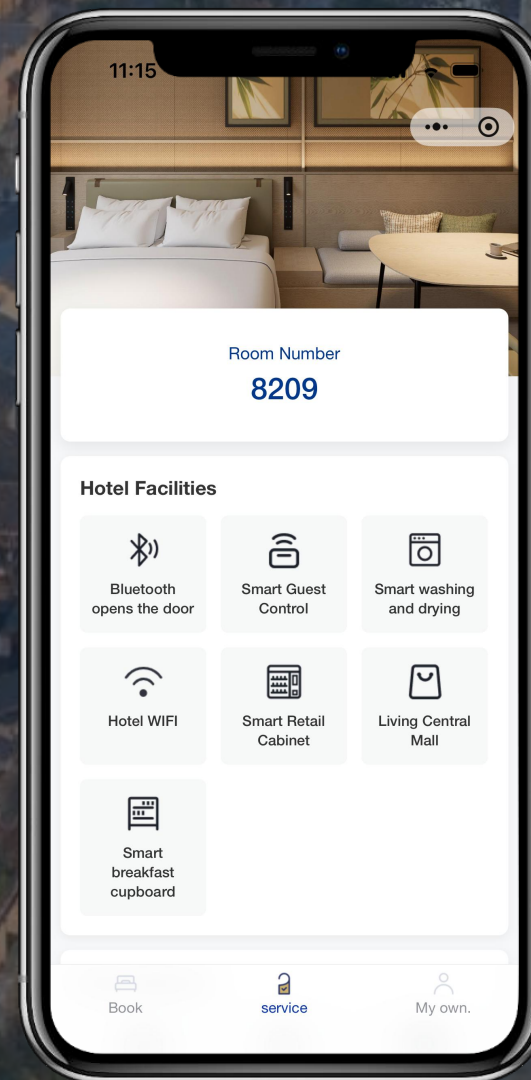
Pre-select rooms via mobile



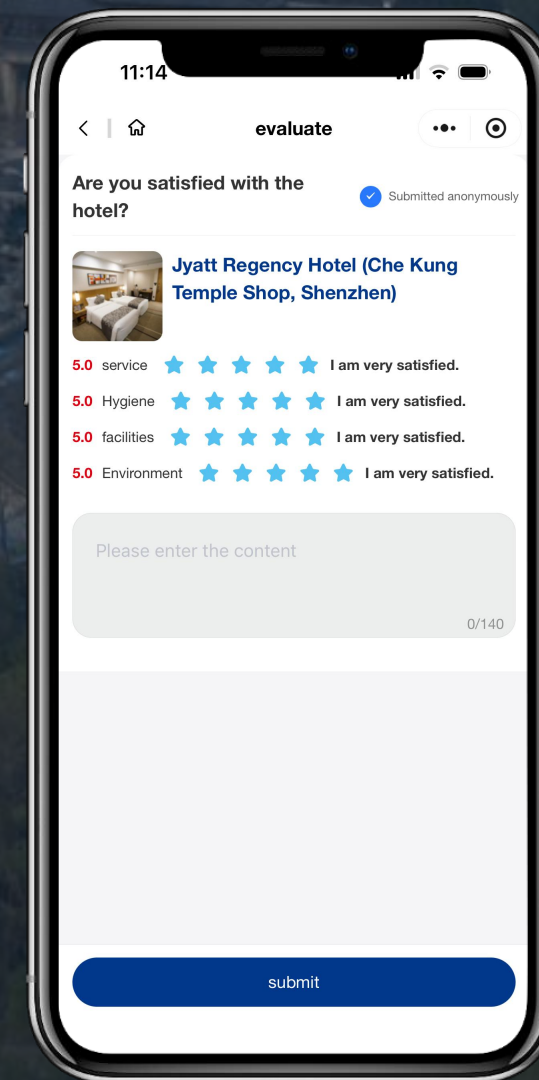
Self-service kiosk check-in



In-stay services



Departure reviews



A one-stop application that extends diverse consumer experiences starting from a single host location.



**Mobile phone
door opening**



**Smart control air
conditioner**



Book a laundry service



Self-service coffee



Shared Power Bank



gymnasium



left baggage



Food Delivery Box



**Self-service
vending machine**



More Services

The Cloud MiniBar enhances revenue per frequency band and improves spatial utilization efficiency.



After installing the consumer experience package, scan the QR code to purchase.



Enter the online store to make purchases



online payment



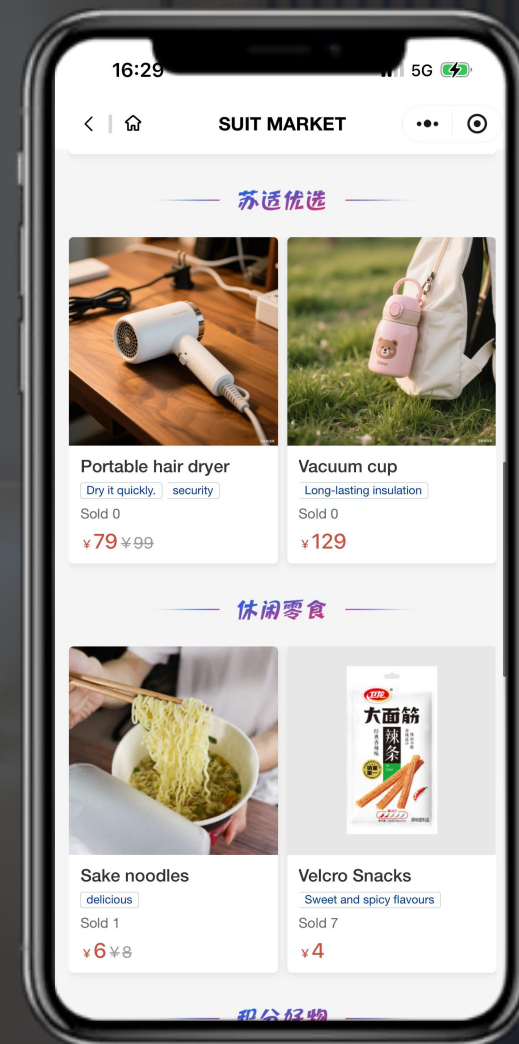
The front desk/room service center receives orders and handles delivery.



The supplier will ship it by mail.



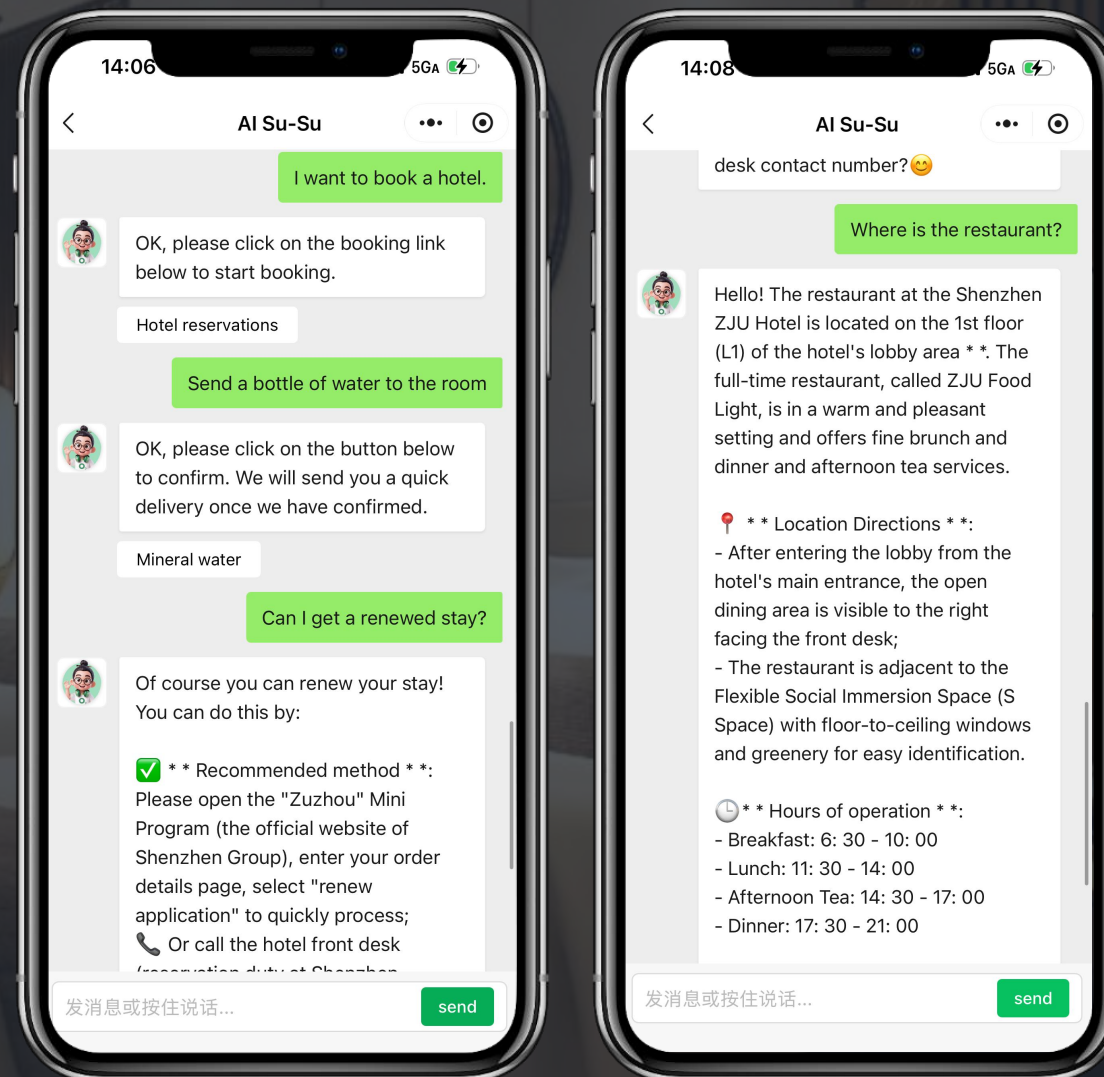
Consumption completed



Connect with vending machines and robots for automated delivery; collaborate with cross-industry partners to boost hotel secondary consumption and non-room revenue.

Huawei AI customer service agent provides more accurate and efficient customer service

The intelligent service assistant based on Huawei AI large model, the "24-hour digital butler" directly connected to business system data, accurately responds to scenarios such as guest needs delivery, hotel information, service facilities, touchpoint services, order membership, and surrounding recommendations, comprehensively improving guest satisfaction and operational efficiency.



AI Central Brain Controls Full Hotel Operations



AI Central Brain

Full-Range Data
Platform

Decision Execution
Center

Multimodal AI Engine

Agent Orchestration

Digital Twin

Risk Warning

Digital Front Desk

usher verification

check in Check-out

hairpin Invoice Issuance

7×24-hour intelligent monitoring

Digital Protocol Service

Consultation answer

guide to visitors Guidance

Reservation serve

Transfer to an agent

Room Butler

Mini Program phonetic

Train Control Customer Requiremes

remind recommend

Guest Preference Collection

Online customer service

subscribe guide

mall member

order for goods Customer Acquisitio

24/7 omnichannel consultation

OTA Operations

Watch the market irrigation ditch

Reviews Volume-Price-State

AI Rate Prediction

Competitor Analysis

Digital Store Manager

Real-time Operations Dashboard

Abnormal Alert Intervention

AI Business Operation Analysis

Chain Benchmarking

24-hour intelligence | Second-level response | Process automation | 50% workforce reduction | Over 30% decrease in negative review rate
15%-20% energy consumption reduction | Over 50% operational efficiency improvement | 5%-10% increase in RevPAR

Digital marketing

drainage preserve

reach Re-purchase

Activity Generation and Publication

Effect Tracking, Review, and Optimization

Digital Quality Inspection

Service Inspection

staff training

Quality Improvement

performance appraisal

Digital Operations and Maintenance

Device Monitoring

Fault Alert

Energy Consumption Analysis

Automatic Task Assignment

Digital Supply Chain

purchase apply for purchase

fix a price bid

supplier B2B

RFID

Constructi on

Digital Finance

balance of account revenue

settle accounts prime cost

receipt fund

AI Financial Analysis

Digital Investment Advisor

pre-sales join in

fixed position planning

AI engineering adviser

Construction Procurement Model



Perception Layer (IoT)

Door lock/Sensor/CSI/Robot



network layer

WiFi 7 / 5G / Industrial Ethernet



Edge Cloud Layer

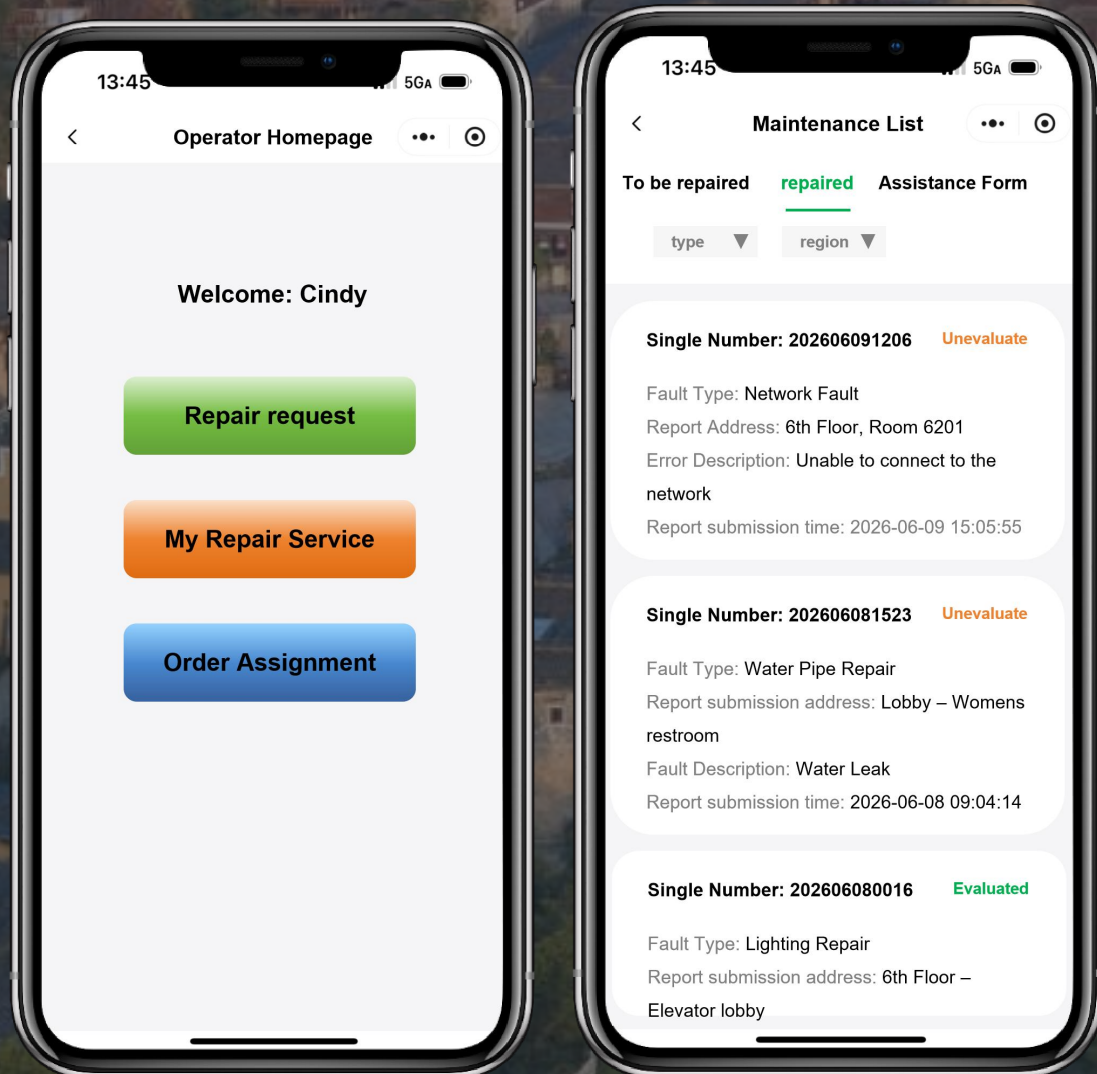
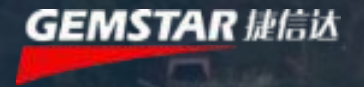
Edge Server/Cloud AI Middle Platform



application layer

Front Desk/Room/Sales/Revenue Application

Mobile Engineering Maintenance Helps Hotels Manage More Efficiently



- **Full Workflow Ticket Management**

End-to-end digital workflow: scan to report, assign, resolve, and close tickets.

- **Transparent & Traceable Progress**

Real-time status updates with clear timestamps, enhancing accountability and trust.

- **Lightweight Mobile Operation**

Handle tasks anytime, anywhere via mobile, enabling faster response.

- **Multi-Role Collaborative Design**

Role-specific functions for users, admins, and technicians to streamline teamwork.

- **Data-Driven Maintenance**

Data insights support proactive maintenance and refined operations.

Building a comprehensive tourism and hospitality operation ecosystem characterized by "full self-service, full intelligence, and full connectivity".



- Average labor costs reduced by **40%**
- Check-in processing efficiency: within **3seconds**
- The average energy consumption cost has decreased by **≥28%**
- Operational efficiency improved by **55%**
- Guest Satisfaction **> 96%**

From digital management to smart hardware, we build a fully interconnected ecosystem that ensures cost-effective, efficient deployment and branded services, enabling fully automated operations across the entire lifecycle—from booking and check-in to stay, checkout, and repeat purchases—while delivering four core benefits: cost reduction, efficiency improvement, quality enhancement, and revenue growth, thereby truly empowering hotel operations comprehensively.

A large, clear blue swimming pool at a resort. The pool is surrounded by modern, multi-story buildings with balconies and palm trees. The sky is blue with scattered white clouds. The water in the pool is very clear, reflecting the sky and the surrounding architecture. The overall scene is bright and sunny, suggesting a tropical or subtropical location.

***From "Human-Driven Goods Management" to
"Intelligent Goods Management"***

Dual dilemma: lack of systematic thinking and insufficient technological empowerment

Catering (Fresh Food) Supply Chain 01

issues such as decentralized procurement, inconsistent standards, lack of data transparency, and absence of precise demand forecasting mechanisms lead to high costs, unstable product quality, food waste or shortages, as well as potential safety risks.

Bedding (Fixed Assets) Management 02

Factors such as low-cost competition, non-standard cleaning practices, and inaccurate inventory counts have led to customer complaints, potential hygiene risks, material waste, reduced corporate benefits, and damage to brand reputation.

Procurement (Process) Efficiency 03

Distributed suppliers, chaotic management, difficulties in price comparison, slow response times, and involvement of multiple departments collectively result in low procurement efficiency, difficult cost control, and inadequate fulfillment of urgent demands.

Level of Digital Management 04

Isolated systems, manual workflows, and disconnected data lead to delayed and one-sided decision-making, low collaboration efficiency, and difficulties in risk management (e.g., inventory overstocking or shortages that impact hotel operations).

Establish a fully intelligent, digital procurement management process.



The use of visualized data applications enhances the accuracy of procurement planning.



purchasing forecast

Integrate historical consumption data, booking patterns, seasonal factors, exhibitions, and holidays to forecast material demand, recommend optimal purchase quantities and timing, and prevent waste caused by excessive stockpiling.

Smart Subscription

During subscription, the system automatically compares against the monthly budget and triggers alerts for overspending to effectively control costs. Additionally, differentiated consumption calculation formulas are applied for different departments and materials.

Approval Decision

The approval form displays the latest purchase price, inventory quantity, historical procurement records, historical pricing, and data from the past three months, providing managers with review evidence to support informed decision-making.

Tracing the origins

Seamlessly integrates all operational systems to track the consumption of guest room consumables, food and beverage ingredients, and construction/maintenance materials, recording cost data through direct allocation, material requisition, transfer, and inventory balance checks.

The supplier collaboration portal has restructured the way interactions occur.

GEMSTAR 捷信达

Create a sharing and
collaboration platform

Over 800 high-quality
suppliers have been
selected.

Empowering the Groups
Value-Creating Capabilities

Product
Maintenance

Electronic
Contract

Pricing
Quotation

Bidding
through
Price
Competition

Dynamic
Rating

debit
balance in
suppliers' acc
ount

Order
Management

Shipment
and
Delivery

appeal

Evaluation
and
Assessment

The intelligent application of electronic scales eliminates vulnerabilities and enhances the efficiency of goods receipt.

GEMSTAR 捷信达

Automatically identify items and perform automatic inventory counting

Receive goods according to the list specifications; weigh each item individually. Each sample is photographed for documentation, ensuring traceability and assessability.



RFID-based electronic archives track the entire lifecycle of materials.



Internet of things
RFID
two-dimension code
Mobile Internet



Hotel	Convenient and accurate sending/receiving, along with quantitative management; access linen rental services through the platform.
visitor	Scan the QR code to learn about bed linen quality, washing and replacement services, and enjoy an experiential shopping experience when placing orders on our online store.
Washing Machine	Convenient and accurate management of sending and receiving, along with leasing services for industry clients via the platform.
producer	Upgrade your product management system to comprehensively track and manage the entire lifecycle of bedding—from production to disposal.

Unified cleaning
group delivery

Shared bedding services
reducing costs and improving efficiency

Fixed Asset
Management

The mobile workbench extends business management to the field.



apply for
purchase

purchase

Split Order

market
research

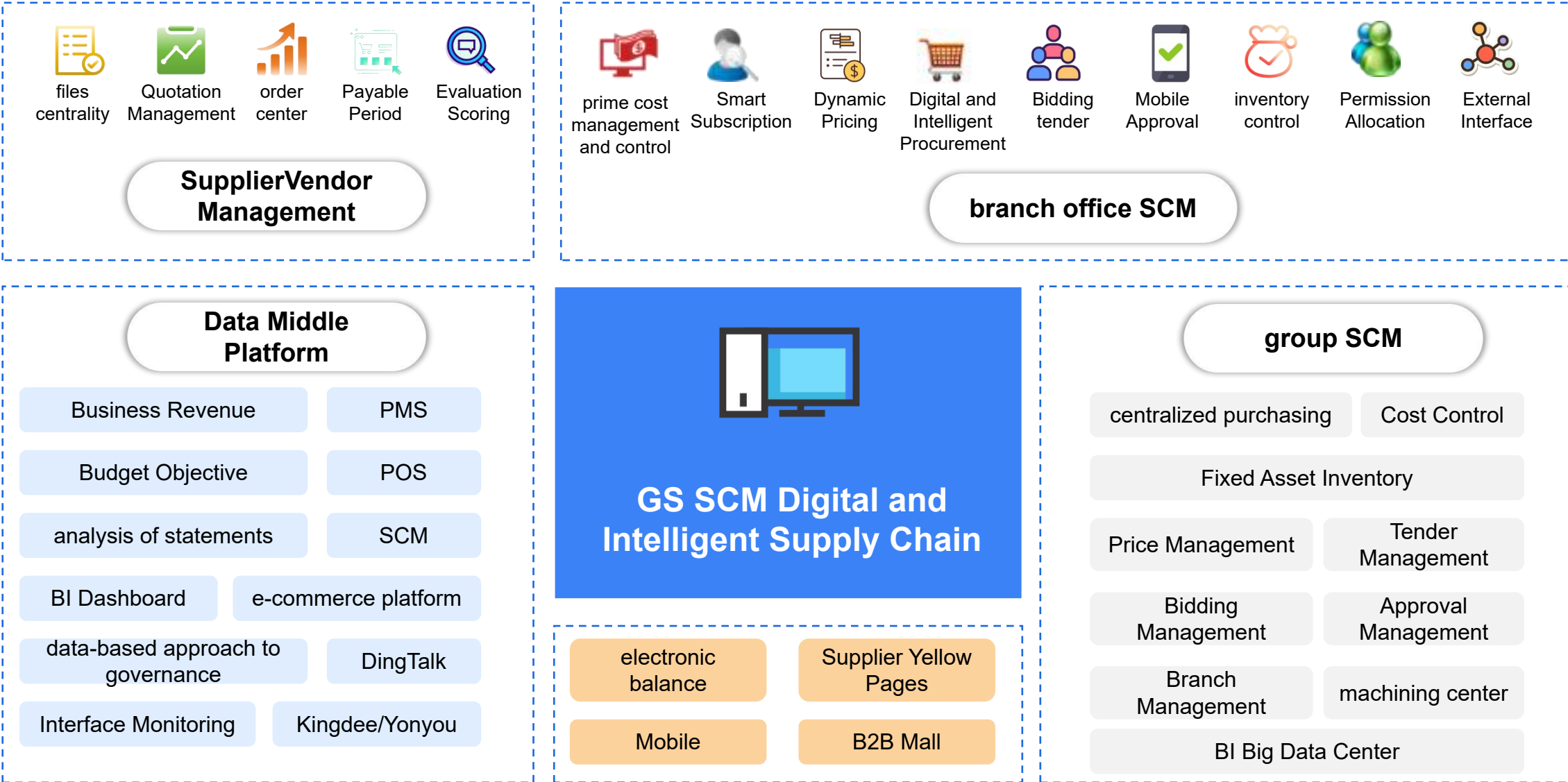
take delivery
of goods

Report Center

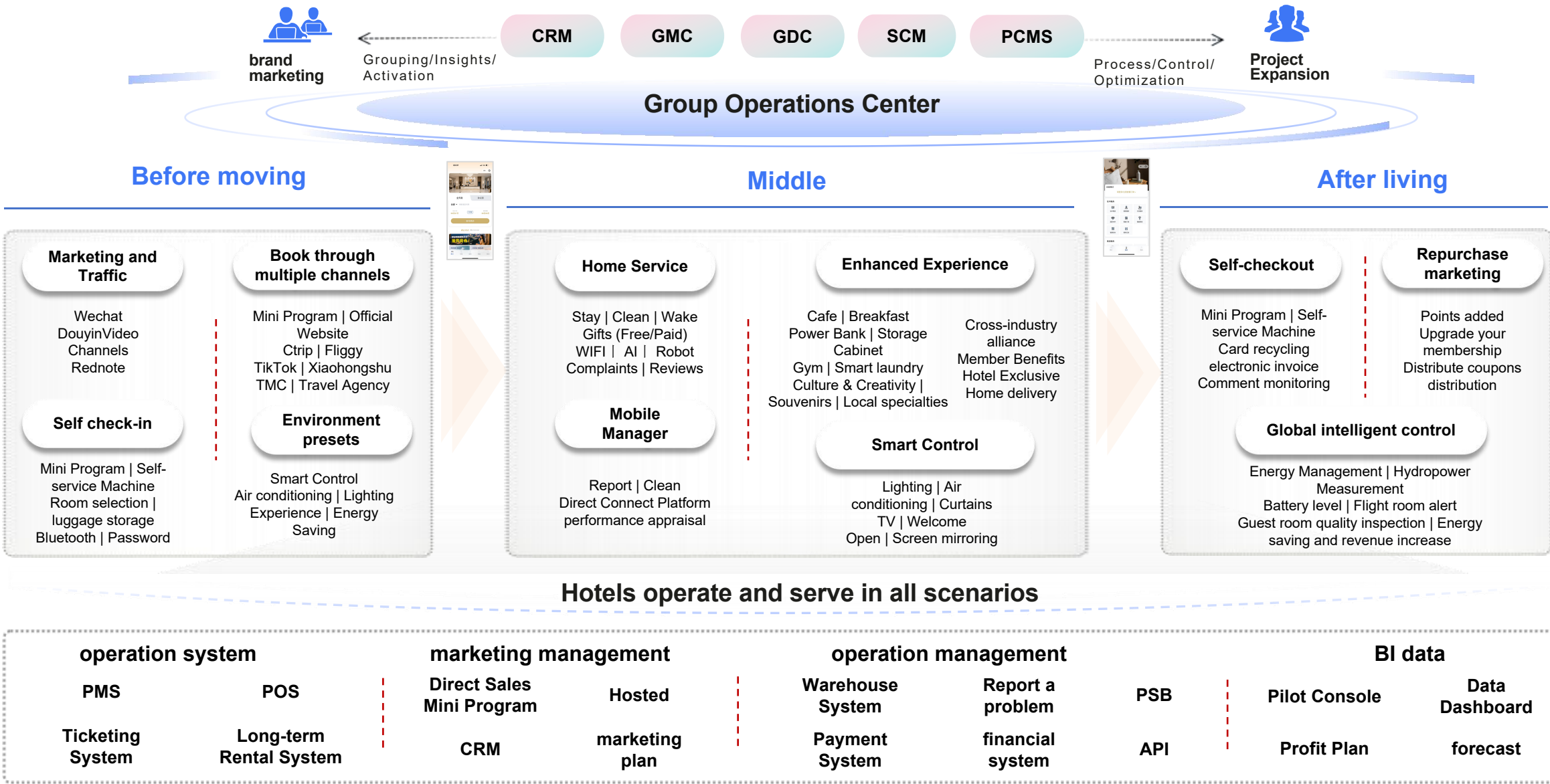
Mobile
Collaboration
Platform

chart analysis

Establish a comprehensive digital procurement management system that covers the entire procurement process.



Comprehensive solution for managing, marketing, and providing services across all aspects of the hotel and tourism industry.



Extended Business Format: Smart Solution for Resort Scenic Area



Global One Card



Hot spring



Delicacy



SPA



scenic park



Fitness exercise



takeout delivery



self-service laundry



Theater performance



Meeting



Recuperation



Shopping



Self-service retail



Luggage Storage



Coffee beverages

Smart devices empower a comprehensive smart experience



Self-service vending machine



Self-checkout kiosk



Self-service check-in and check-out machine



Self-service card recycling and departure



Full-scenario palm scanning achieves a closed-loop technological experience



mobile collection

contactless passage

credit consumption

identity verification

Device startup

Departure confirmation

Project write-off

palm payment

Service Appointment

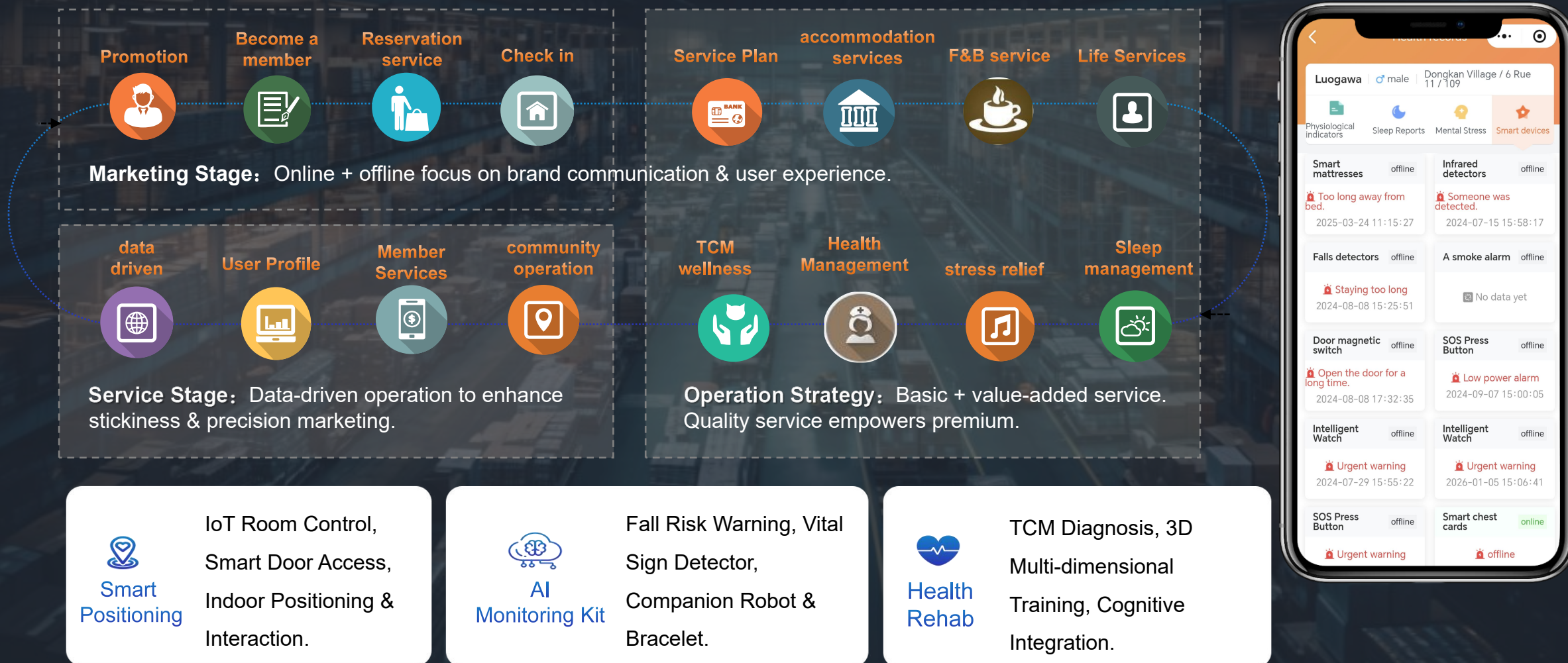
cabinet door switch

Course check-in

Conference registration

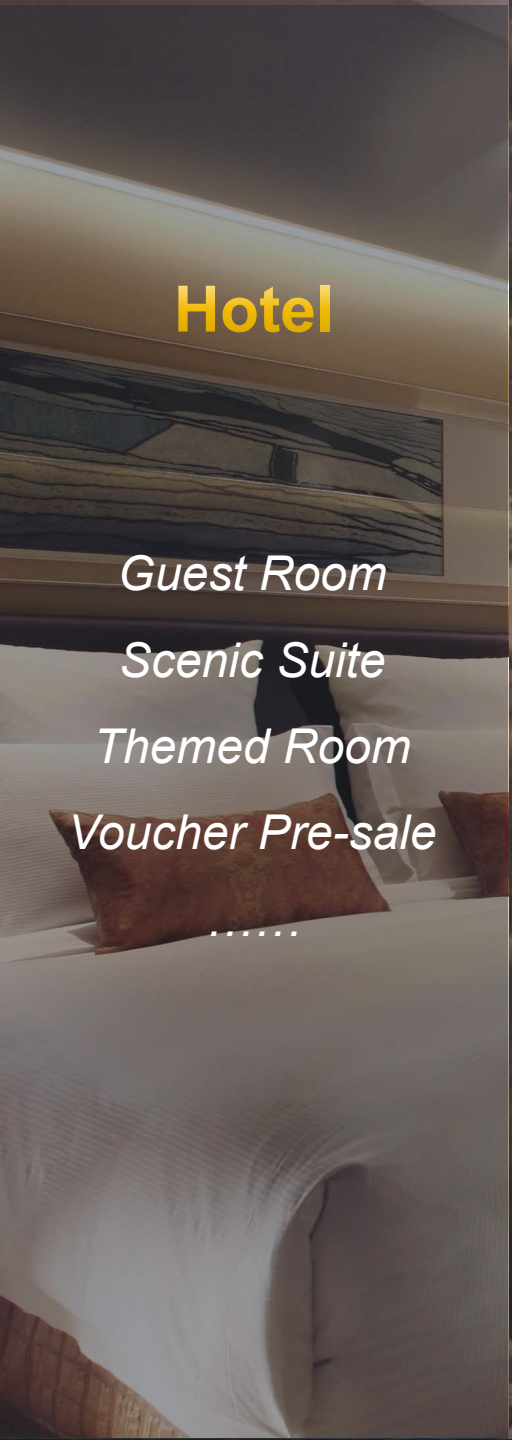
Extended Business Format: Smart Elderly Care & Wellness Residence

Full-scenario service closed loop: personalized customization → AI health management → online reservation → real-time reporting, covering community, institution, and home three major scenarios, building a complete wellness ecosystem.



***Data-driven analytics + AI intelligence +
the Internet of Everything***

***Help reduce costs, improve efficiency,
and drive revenue growth.***

A photograph of a hotel room featuring a bed with white linens and a brown pillow, and a painting on the wall.

Hotel

Guest Room

Scenic Suite

Themed Room

Voucher Pre-sale

.....

A photograph of a bowl of food, likely a hot pot or stew, with various ingredients like meat, vegetables, and mushrooms.

Catering

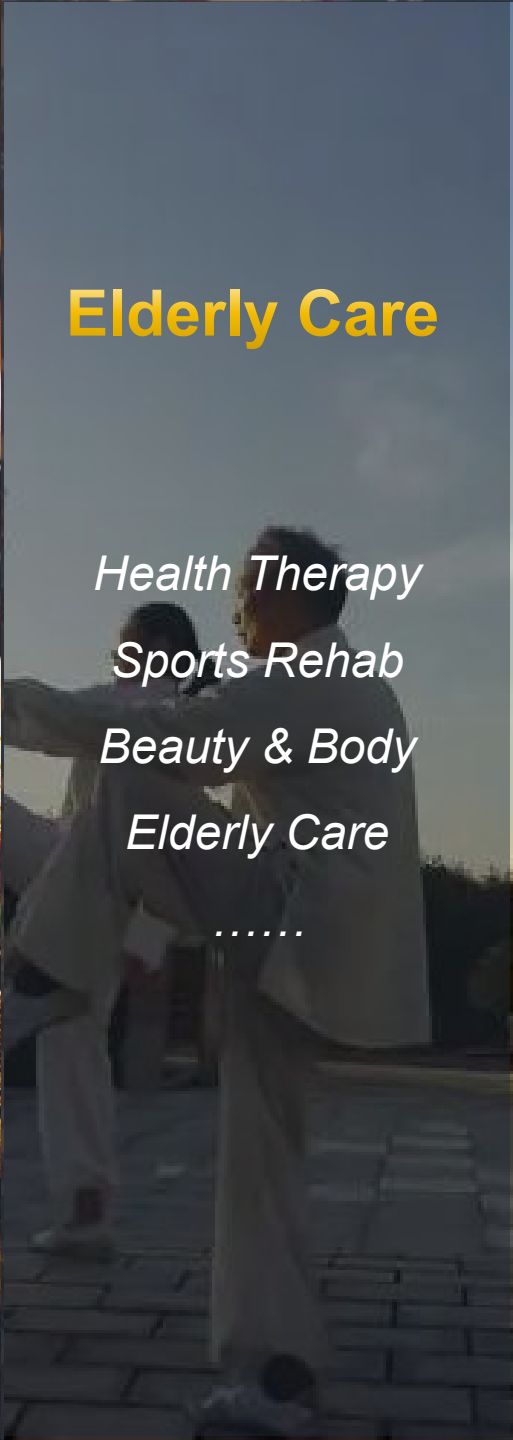
Dining Check-in

Local Cuisine

Set Meal Deal

Specialty Gifts

.....

A photograph of two people in traditional Chinese clothing, possibly performing a dance or a ritual.

Elderly Care

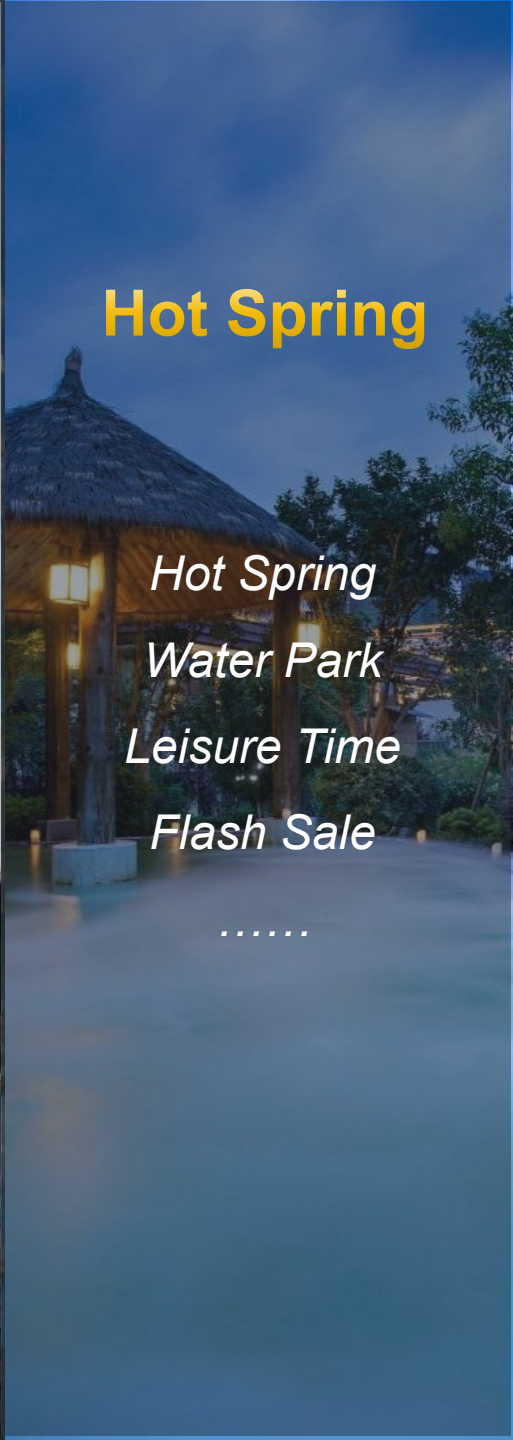
Health Therapy

Sports Rehab

Beauty & Body

Elderly Care

.....

A photograph of a hot spring pool at night, with a thatched roof structure and warm lighting.

Hot Spring

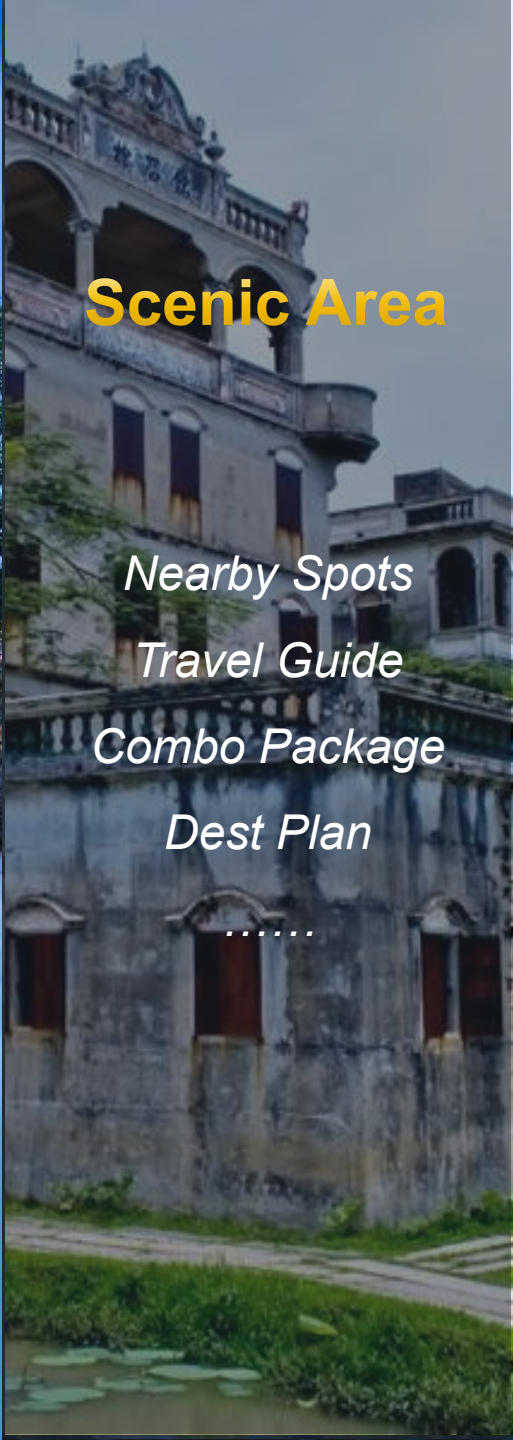
Hot Spring

Water Park

Leisure Time

Flash Sale

.....

A photograph of a scenic view of a building, possibly a hotel or a historical site, with a stone wall and a path.

Scenic Area

Nearby Spots

Travel Guide

Combo Package

Dest Plan

.....

Integrated Services / One-Stop Applications New Scenarios & Innovations / Tech Ecosystem Integration



AI Smart Hotel Digital Solution