

WITSA GLOBAL INNOVATION AND TECH EXCELLENCE 2022

RWG Mobile Digital Key

By

Genting Malaysia Berhad



Creating a Digital Recreation Journey ~ A Journey towards 'Mobile First' Customer Experiences ~

Total of 10,000 rooms



Year 2012 and earlier

Long Queue and waiting time for check-in and key cards



Year 2013

Self Check-In Kiosks and key cards collection
- 46 kiosks deployed at Resorts wide



Year 2020

RWG Mobile Digital Key
- Used at 6 hotels @ RWG
FWH – 7,351 rooms
Genting Grand – 425 rooms
Highlands Hotel – 845 rooms
Resort Hotel – 842 rooms
Genting SkyWorlds Hotel – 456 rooms
Crockfords Hotel – 138 rooms

RWG Mobile Digital Key

Design

- 'Super App' positioning to be the Only App you need @ RWG for guests' convenience and to provide a seamless guest experience as part of RWG Digital Transformation Initiative & Mobile 1st Strategy

All-in-one App

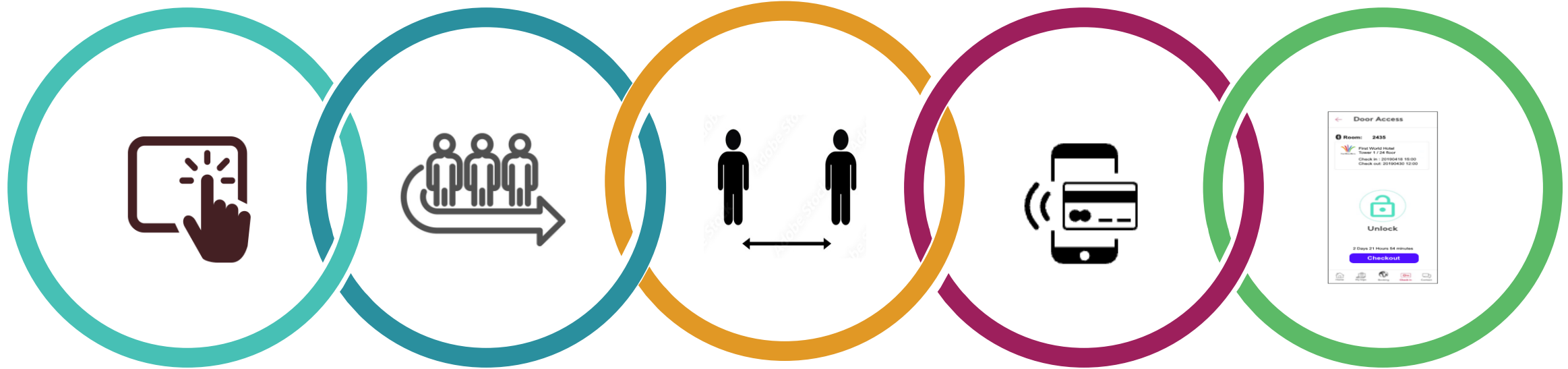
- Room Booking
- Check-in on-the-go
- Special Requests with payment
- Digital room key activation thru QR Code at the self-service kiosk/counter (*eKYC in the roadmap*)
- Unlock Lift Floor & Hotel Room Door
- Check-Out

Guests Experience

- **Convenience** – Guest can do everything in one App
- **Stay Safe** – contactless, key-less, cashless & queue-less



RWG Mobile Digital Key - Uniqueness



Convenience

- All-In-One Super App
- Check-In from anywhere
- Elevating guests experience

Queue-less

- Queue-less check-in experience by avoiding queue and crowded lobbies, guest can go straight to their room

Contactless

- Safety first - In line with RWG's Stay Safe Commitment during and post pandemic

Cashless

- Credit/Debit Cads (PayWave)
- eWallets
- Reduce manpower in cash handling and reconciliation

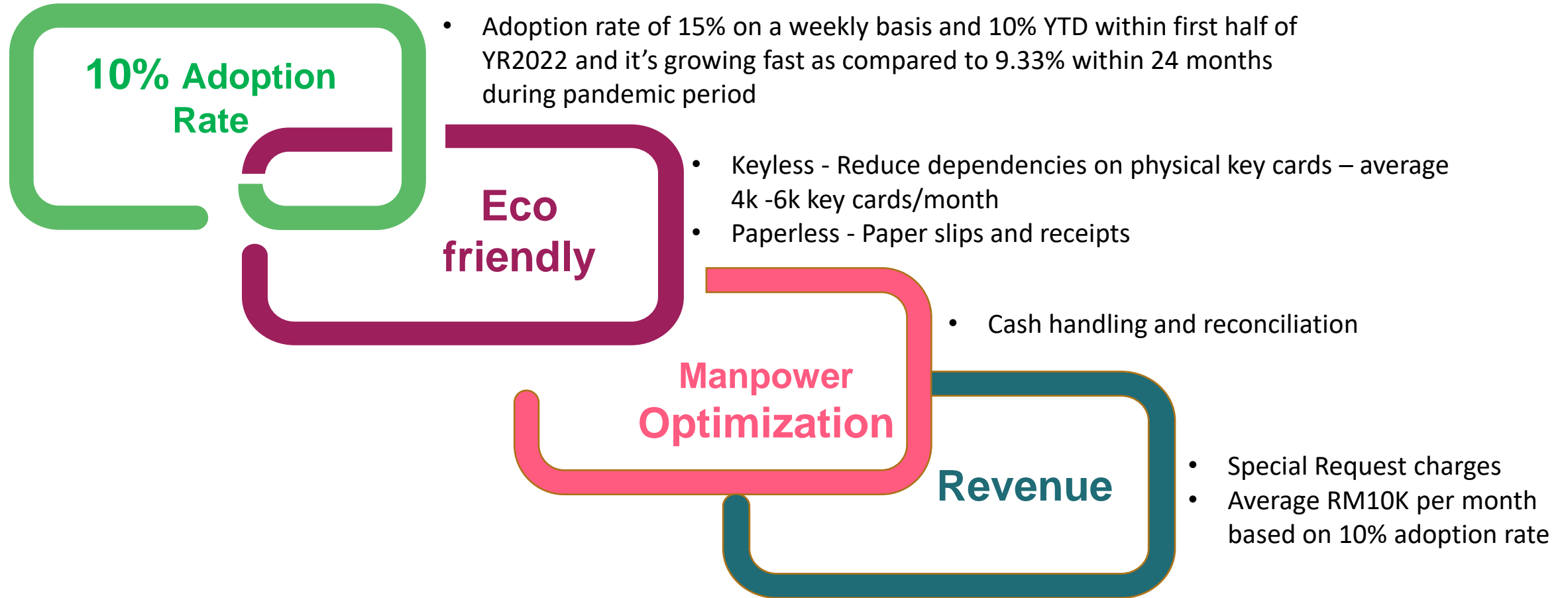
Keyless

- Hassle free & Secure – no lost or stolen key cards
- Leverage on BLE Technology which is widely accepted by smart phones today
- Eco-responsibility - Reduce plastic usage and environmental friendly

Mobile Digital Key is steadily becoming essential to hoteliers in the new norm

RWG Mobile Digital Key - Key Highlights

Since implementation of Mobile Digital Key in June 2020:



Key results: Robust, scalable, sustainable and provides long term value creation

**RWG Mobile
Digital Key –
Experience it**



<https://www.youtube.com/watch?v=KJ4IY6vSdTs>



THANK YOU



RESORTS WORLD GENTING

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