



# MILO

TECHNOLOGY DEVELOPMENT STRATEGY

Q4 2025

# THE STRATEGY

Our approach leverages **TV, Internet, and Phone services as the entry point** for delivering an advanced, AI-driven network. This network will monitor and learn customer routines, acting as both a concierge for hospitality environments (hotels, resorts, Airbnb) and a companion for seniors in residential or healthcare settings.

**Hospitality Use Case:** The system will greet guests upon arrival, provide real-time weather updates, and deliver personalized information and services.

**Senior Care Use Case:** The AI companion will provide conversation, environmental and health monitoring, assistance with everyday tasks (TV controls, external calling, reminders), and alert caregivers to potential issues.

## ISOLATION & MENTAL HEALTH

1 in 2 seniors in care homes report feelings of loneliness, which directly correlates with higher risks of depression and cognitive decline (Journal of Aging Studies, 2022).

## FRAGMENTED TECH ECOSYSTEMS

Residents may have a TV, separate call buttons, medication reminders on paper, and disconnected smart devices — none talk to each other.

## CAREGIVER BURNOUT

Staff spend significant time on routine requests (adjusting the thermostat, reminding about medication, calling family members). These repetitive tasks drain time from quality care.

## COSTS

Senior homes pay for TV providers, separate call-button systems, paper-based medication reminders, and disconnected “wellness” apps — multiple subscriptions, hardware, and staff training overhead. A \$1,000 per month subscription for multiple systems could be consolidated into one intelligent IPTV solution, saving facilities 30–40% annually.

# SENIORS - PROBLEMS

## INEFFICIENT COMMUNICATION

Nurses spend up to **1 hour per shift** responding to non-clinical patient requests (Harvard Business Review, 2021).

## POOR PATIENT EXPERIENCE

Press Ganey surveys show top complaints are slow response times, lack of communication, and difficulty accessing services like meal ordering or entertainment

## TECH GAP

Hospitals invest heavily in EMR/EHR (electronic health records) but often neglect patient-facing engagement tech — leading to a disconnected experience.

## COSTS

- Staff Time = Direct Labor Costs: Nurses spending up to 1 hour per shift on non-clinical tasks equates to tens of thousands of dollars annually in wasted labor per ward.
- Multiple Vendors = High Integration Costs: Current hospital setups use one vendor for IPTV, another for meal ordering, another for patient engagement apps. Each requires licensing, IT overhead, and ongoing support contracts.

# HEALTH CARE - PROBLEMS

## CHANGING GUEST EXPECTATIONS

73% of travelers say they prefer hotels with “smart” features like voice-controlled lights, AI concierges, or app-based service ordering (PwC Travel Survey, 2023).

## LOST REVENUE

Hotels miss upselling opportunities (spa, dining, late check-out) because traditional IPTV only delivers entertainment, not engagement.

## SERVICE GAP

Each hotel typically contracts separate providers for managed Wi-Fi, ISP (internet), IPTV, and content licensing. This means multiple bills, multiple support channels, and poor system integration. Hotels pay more while delivering a disconnected guest experience.

## COSTS

A hotel with 200 rooms could recover \$150,000+ annually in upsell opportunities and reduce staffing costs simply by making IPTV intelligent.

# HOSPITALITY- PROBLEMS

# PRODUCT BENEFIT

## FUTURE READY

- A next-generation IPTV application that transforms screens into AI-powered companions

## CLOSE THE GAP

- For Seniors: medication reminders, wellness check-ins, smart home control, entertainment.
- For Patients: hospital meal ordering, staff requests, telehealth integration.
- For Hotels: concierge services, room control, upsell opportunities, multilingual AI assistance.

## TARGET MARKET

- Senior Homes
- Hotels
- Healthcare Facilities

## EASY TO USE

- Tailored for end users - no continuous support by nurses, caregivers and staff required.

## COST SAVINGS

- All in one solution. No multiple bills for one type of service.

# DEVELOPMENT ROADMAP

## TV PLATFORM & DEPLOYMENT

### Hospital TV App

Video-on-Demand (VOD) channels with a payment portal.

QR code access for hospital visitors/patients to download the app.

Payment via debit/credit card and sign-up using email.

### Hospitality TV App Integration

Native apps for LG, Philips, and Samsung smart TVs

New set-top box (STB) solution with Property Management System (PMS) integration.

Automatic app reset upon guest checkout.

### Channel & Application Integration

Partnership with LOC via Milo/LOC licensing agreement.

Unified app providing patient files, TV, streaming apps, daily menus, weather updates, and games (with potential for advanced gaming via offsite PCs).

### Milo App Deployment

Deployment of the unified application onto STBs across hospitality and healthcare environments.

### Marketing-Oriented TV Platform

Pluto-style TV app for free and ad-supported channels.

Monetization through targeted marketing campaigns.

### Tiered Channel Access

Basic free channels plus low-cost (\$2) premium channels.

Ability for customers to add channels directly via the app.

# DEVELOPMENT ROADMAP

## AI-DRIVEN EXPERIENCES

### Milo AI Companion Development

AI-driven companion designed to engage seniors and hospital patients.

Conversational support, issue detection, and assistance with daily activities.

### AI Integration for Seniors and Healthcare

Advanced conversational AI, health/environmental monitoring, and caregiver alerts.

### AI Concierge for Hospitality

Smart concierge services for hotels and Airbnb properties.

Personalized recommendations, booking assistance, and local information.

### AI-Monitored Smart Network

Fully integrated wireless/wired network.

IoT devices monitoring customer movement, environment, and usage patterns.

### AI-Integrated Billing Platform

Customer billing system with embedded AI for analytics and reporting.

# DEVELOPMENT ROADMAP

## AI-DRIVEN EXPERIENCES

### Staff Dashboard & Notifications

Centralized dashboard for real-time monitoring.

Automated alerts for staff regarding customer needs, health risks, or system issues.

### Content Owner Management Automation

AI-driven tracking of content owner channels.

Automated payment calculation and contract renewal alerts.

### Next-Generation ISP Network Design

Edge caching and compute capabilities for optimized performance.

Redundancy through cellular or alternative provider connections.

### Simplified Network Access

Eliminate the need for IP whitelisting.



**THE END.**