

PALMERHOUSE

A HILTON® HOTEL

CHICAGO'S PALMER HOUSE HILTON INTRODUCES HCN NAVIGATOR TABLETS TO GUEST ROOMS CONNECTING GUESTS WITH NEW INNOVATIVE TECH RESOURCE

Palmer House Hilton Trends Forward As The First Hotel To Offer This Newest In-Room Amenity



CHICAGO (May 21, 2015) – [Palmer House Hilton](#), Chicago's hip and historic property, has debuted its newest program hotel wide this spring with the introduction of the HCN Navigator computer tablets in guest rooms. As the first hotel in the nation to roll out these tablets, Palmer House Hilton continues to innovate, following suit on its many other 'firsts,' including the first hotel in the nation to use Edison's invention of the light bulb, offer in-house telephone capabilities and more.

Cutting-edge for tech-savvy Millennials and easy to use for those that are less tech-inclined, the HCN Navigator provides every guest with important information about the hotel including amenities, services & facilities, restaurants, room service, hotel history, safety & security and more. This 24/7 self-service portal assists in guest service and satisfaction, providing around the clock answers to all pertinent questions. In addition to hotel information, the HCN Navigator also provides a multitude of other resources, from social media connectivity and high-speed Internet to concierge services and unique amenities for corporate groups and convention organizers.

Stay Connected

Palmer House Hilton guests who thrive on social sites like Twitter and Facebook can access their pages with ease and stay connected to their social spheres. The HCN Navigator also acts as a personal computer, providing access to the Internet. A key feature of the device is its portability, which offers the comfort of using it in bed and the convenience of taking it anywhere in the hotel. The tablet also uncouples from the keyboard, for those more inclined to the built-in digital keyboard instead.

Concierge Services at Guests' Fingertips

The HCN Navigator can be utilized as a concierge service, efficiently connecting to the best dining, shopping, attractions and other activities Chicago has to offer. Purchase tickets, access the hottest deals in town and more. Guests will also have easy access to city directories, as well as to directions and maps of the Chicago area.

Customize for Corporate Meetings and Conventions

Catering to today's young professionals, the HCN Navigator allows corporate groups and convention attendees to connect digitally. Leaders and organizers are able to broadcast vital event information to their attendees from the comfort of their rooms. They can leave welcome messages, share event schedules and pertinent documents, or send timely messages through instant messaging, providing a uniquely tailored experience for event attendees. Additionally, attendees take notes or videos on the tablets, with digital copies uploaded to the cloud and accessible when they return home. Social networking off-hours through interactive chat rooms, dubbed the "Palmer House Networking Lounge," will be available for future users as well.

"We are thrilled to once again lead the charge in innovation with the new HCN Navigator tablets," said Dean Lane, Palmer House Hilton General Manager. "As the digital boom continues to grow, it's important to evolve to meet the needs of our tech-savvy guests, while also providing a more streamlined way for all our guests to connect with the hotel's customary services and amenities. There are many ways for guests to utilize these tablets."

The addition of the HCN Navigators to the hotel continues its technological advancement as a leader for meetings and incentive travel in Chicago, offering guests, business travelers and corporate groups endless resources at their fingertips. For further information on the property or for reservations, please visit www.palmerhousehiltonhotel.com.

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About Hilton Worldwide

Hilton Worldwide is a leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For 93 years, Hilton Worldwide has offered business and leisure travelers the finest in accommodations, service, amenities and value. The company is dedicated to continuing its tradition of providing exceptional guest experiences across its global brands. Its brands are comprised of more than 3,900 hotels and timeshare properties, with 640,000 rooms in 90 countries and include Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Hotels, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages the world-class guest reward program Hilton HHonors®. Visit www.hiltonworldwide.com for more information and connect with Hilton Worldwide at www.facebook.com/hiltonworldwide, www.twitter.com/hiltonworldwide, www.youtube.com/hiltonworldwide, www.flickr.com/hiltonworldwide and www.linkedin.com/company/hilton-worldwide.

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About the Hotel Communication Network

The Hotel Communication Network (HCN) is the leading provider of in-room computer tablets to hotel properties. HCN's Navigator in-room tablets provide guests and convention attendees a "smart screen" to access hotel services, local businesses and meeting information. Under HCN's unique business model, the deployment and maintenance of the Navigator computers are heavily subsidized by revenue from

businesses that advertise their services on the computers, as well as meetings and conventions that utilize HCN's in-room computer network to provide useful, timely information to attendees. The HCN Navigator tablets are currently deployed in the Palmer House Hilton Chicago and are installing in two prime downtown San Francisco hotels soon.

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