

FOURTEENIP_{EX}

2024 Highlights – At a glance

**WE
ARE 14**

We started our **14th year** in April and celebrated throughout 2024

0%
downtime

Our hotel cloud telephony platform recorded **0% downtime** for the 5th consecutive year

10M
calls answered

Our AI-powered guest concierge service answered **10 million** guest calls

111

new hotels

111 new hotels joined the Fourteen IP Family in 2024

27K

new hotel rooms

Our cloud telephony service was deployed in **over 27K new hotel rooms**

99%

customer retention

Customer retention rate remained at **almost 100%** throughout 2024

We continued to work with leading hotel brands across Europe and beyond.



Hilton

HYATT

IHG
HOTELS & RESORTS

LORE



Marriott
INTERNATIONAL

Hotels that joined the Fourteen IP family in 2024 included:

- Intercontinental New York Times Square
- Ashford Castle Ireland
- Rocco Forte House Milan
- Hotel SOFIA Barcelona
- Copthorne Hotel Slough-Windsor
- Intercontinental Berlin
- Novotel Charenton-le-Pont Paris

Events we attended and sponsored in 2024 included:

- HITEC 2024 in Charlotte, USA
- HFTP Digital Horizons 360, Spain
- Marriott Select Brand Owners and Franchisee Conference, USA
- US and Canada Marriott "Bring IT" USA
- The Independent Hotel Show, London, UK
- HOSPACE 2024, London, UK

2025 Outlook

Product Roadmap H1 2025

January



NEW TERRITORIES
Mexico, Cyprus and Luxembourg being onboarded.
Integration with Stella Networks

February



NEW PORTAL
Customer/ Partner Experience Portal Go-Live

March



EVA 3.0 LAUNCH
AI concierge service EVA being released with generative AI

April



NEW COUNTRY
Czech Republic new country onboarding

May



MOBILE APP
Fourteen IP Mobile App Communication Tool Go-Live

Market Outlook



Telephony

On premises manufacturers continue to exit telephony market



Connectivity

Time is running out for **legacy PBXs** using ISDN circuits
2025 EU - 2027 UK



Support

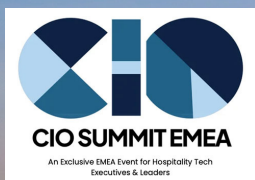
Support costs for legacy PBXs and ISDN services likely to increase



AI Solutions

60% of hotels set to be utilising AI-driven services by the end of the year

Meet the Team in 2025



APRIL 24 – 25 BARCELONA



JUNE 16–19 INDIANAPOLIS



NOVEMBER 13 LONDON

2025