

# DRIVING GUEST EXPERIENCES TO THE NEXT LEVEL



# THE MSC GROUP MASTERS OF THE SEAS



**Founded in 1970** by Gianluigi Aponte in Brussels, Belgium



Headquartered and registered in **Geneva, Switzerland** since 1978



The MSC Group is privately owned by **the Aponte family** 



More than **70,000 employees** across **155 locations globally** 



Consolidated revenues of ~USD 25 billion











# MSC CRUISES: EXPANSION AND GROWTH AN ESTABLISHED BRAND WITH A GLOBAL FOOTPRINT

A young and fast-growing business, which has become the 4<sup>th</sup> largest cruise operator worldwide in just over a decade

**#1** world's biggest privately owned cruise line

#4 largest cruise company by capacity

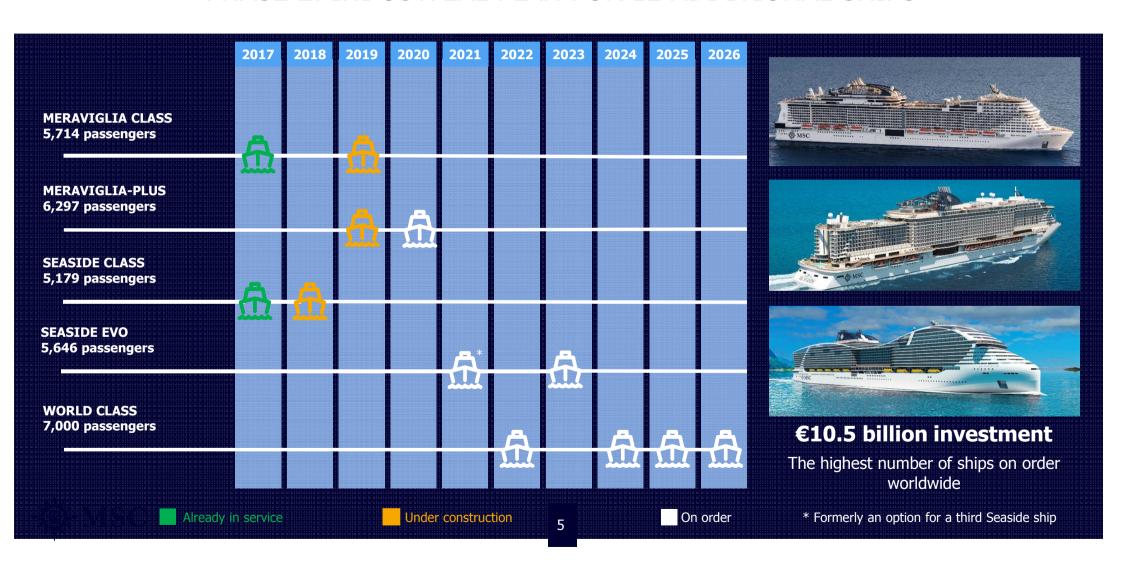
#1 cruise brand in Europe and South America

**800%** growth in the first 10 years

x3 capacity to nearly triple by 2026 (already x2 by 2020)



# A SUCCESS STORY PHASE 2: INDUSTRIAL PLAN FOR 12 ADDITIONAL SHIPS



# CRUISE SHIPS ARE NOW "SMART" CITIES AT SEA SOME CURIOSITIES

20.000
MEALS
SERVED PER DAY PER SHIP















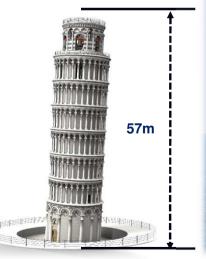
# PUTTING OUR EXTRADIMENSIONAL SHIPS INTO PERSPECTIVE MSC MERAVIGLIA

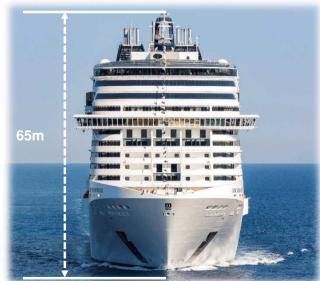


MSC Meraviglia is taller than the Tower of Pisa



MSC Meraviglia is more than **4 times** longer than the world's largest passenger airliner







# **CONNECTED CRUISE EXPERIENCE**



CONNECT. ENJOY. JUST BE.

Smart features already live on MSC Meraviglia & MSC Seaside for a fully optimized holiday experience



**Navigation:** The digital way

finder

**Organiser:** 24/7 Planning and booking tool



Capture: Digital immersive discovery technology



TailorMade: Digital personal advisor for tailored recommendations



**Concierge:** Real time access to full-trained staff



https://www.youtube.com/watch?v=3jWnRL85YxE

## MSC FOR ME: MAIN FEATURES (EXAMPLES)



#### **Wayfinding**

- Localize yourself on the ship
- Navigate to your point of interest





#### **Information on board**

E.g. Shore Excursions

- Browse Tours Catalogue
- See Excursions Info
- Purchase your Excursion





#### Reservation

E.g. Daily Program

- Browse activities
- · Save events in your Agenda





# **Kids Locator**

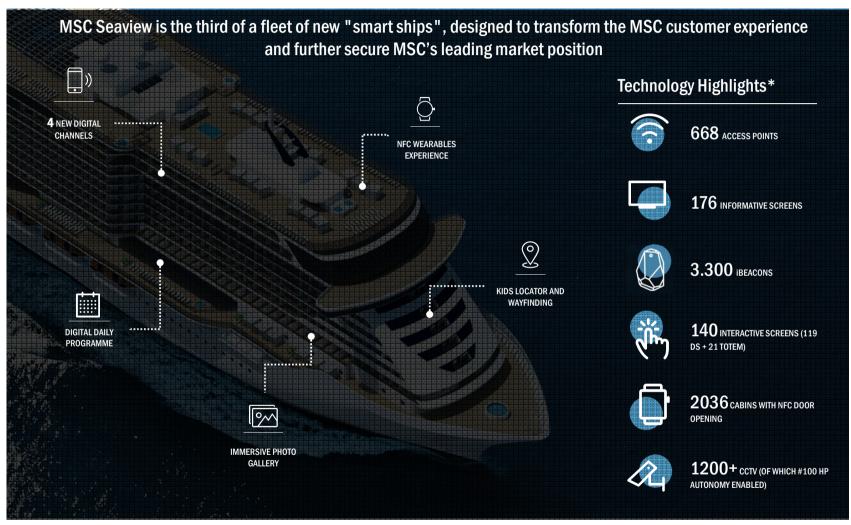
- Localize the position of your kids
- "Drive me to my kid" function (wayfinding)







### **CREATED A RICH ENVIRONMENT FOR INNOVATION**







CONNECT. ENJOY. JUST BE.

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