

# Streamline hotel technology management



Simplify technology management, reduce costs and provide a better guest experience with a single technology provider.

Regardless of a property's type or size, hoteliers have the same goals: create a differentiated guest experience that meets the demands of guests and improve operational efficiency, while achieving cost savings. To do so, you need reliable connectivity and interactive entertainment technologies.

However, managing frequent technology advancements and often changing brand standards across multiple vendors and systems requires significant time and effort. You can simplify your IT management with a single provider.

Receiving your connectivity, voice and TV solutions from Spectrum Enterprise® means one vendor relationship, one contract to scope, one bill to manage and one support team to call. This gives your staff more time to focus on exceeding guest expectations to increase loyalty, retention rates and revenue.

## A full portfolio of enhanced solutions

Achieve your goals with flexible and reliable solutions that transform the guest experience, including:



### Connectivity solutions:

**Dedicated Fiber Internet:** Improve guest satisfaction with faster network speeds and increased bandwidth. Dedicated Fiber Internet provides symmetrical, property-wide connectivity backed by a 100% uptime service-level agreement guarantee.

**Managed WiFi:** Meet growing guest demands for reliable connectivity and mobility, while reducing the burden on staff, with this fully managed wireless connectivity solution. Managed WiFi comes equipped with comprehensive management tools, easy bandwidth allocation, customized guest landing pages and property management system (PMS) integration.

**Managed Router Service:** Ensure performance and reliable connections for guests and staff, while managing traffic flow and bandwidth utilization more efficiently. This fully managed solution helps hoteliers keep their network running at top performance with always-current equipment that automatically identifies and corrects bottlenecks and provides failover service to a second router.

**Managed Network Edge for Hospitality:** Simplify the deployment and management of your network with this modular, all-in-one solution. Delivered over the Cisco Meraki platform, Managed Network Edge for Hospitality offers security, routing, SD-WAN, WiFi, switching, cameras and the ability to work from anywhere there is an internet connection. Achieve flexibility, scalability with connectivity, equipment and network management from a single partner.

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### TV solutions:

**Set Back Box TV:** Delight guests with a homelike viewing experience that's customizable, scalable and cost-effective. Set Back Box TV comes equipped with an interactive guide, channel insertion, on-demand content, a video services portal and the ability to pause, fast-forward or rewind live TV.

**Fiber Connect Plus TV:** Inform, engage and entertain hotel guests with HD programming that offers a wide variety of live TV programming delivered via a reliable, dedicated fiber connection. Fiber Connect Plus TV works seamlessly with systems integrators, and allows for reduced maintenance costs and administrative management.

**Moviebeam:** Increase guest satisfaction and loyalty with Moviebeam. This comprehensive, interactive in-room technology solution enables guests to pair live TV with advanced streaming and casting capabilities, video-on-demand and over-the-top applications for guest and concierge services — all from their in-room TV.

**TV Streaming Access:** Offer guests live and on-demand TV programming delivered to personal devices anywhere on your property.



### Voice and unified communications:

**Unified Communications for Hospitality:** Elevate the guest experience, engage hotel staff and enhance operational efficiency with this cloud-based voice and collaboration solution with features that comprise presence, instant messaging, video conferencing and desktop sharing — accessible from anywhere. The solution also works with mobile devices, such as smartphones and tablets, and may be integrated with your current PMS.

**Enterprise Trunking:** Increase productivity and support your on-premises phone system with highly reliable, secure and scalable PRI or SIP trunk solutions backed by a 100% uptime SLA guarantee.

### Why Spectrum Enterprise

Spectrum Enterprise is the single provider that can meet the unique connectivity, entertainment and voice needs of your property, staff and guests — while ensuring exceptional support.

Upgrade with confidence knowing you have an experienced partner in hospitality. Hotels across the country already count on us to provide guests an exceptional technology experience. Leverage our dedicated hospitality sales and account teams with subject matter experts that are there to help you manage network challenges. You can also reduce costs when you package multiple solutions.

We take the burden off your staff by providing exceptional support, including:

- A reliable, nationwide fiber network that is not impacted by weather-related disruptions or frequent outages.
- End-to-end service-level agreements that guarantee uptime and a 4-hour mean time to restore service.<sup>1</sup>
- Local technical support teams as well as phone and online support, available 24/7/365, to help manage and control any challenges.

By partnering with Spectrum Enterprise, you can improve operational efficiency, reduce costs, meet rising connectivity demands and enhance the guest experience.

[Learn more](#)

1. 4-hour mean time to restore service service-level agreement.

### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](https://enterprise.spectrum.com).