The right IT partner for hospitality

Upgrading legacy IT systems has become a mission-critical priority for hotels looking to capture market share. A modern IT infrastructure can help by reducing costs, streamlining operations and increasing network security.

Spectrum Enterprise® offers high-speed internet, WiFi, network management, security, voice and unified communications and TV solutions to help you meet your business objectives.

Control your costs
Maintaining legacy systems is often an expensive source of frustration. And many hotel operators simply don't have the time or ability to add the responsibilities of an IT manager to their plate. Moreover, the complexities of network management take away valuable time that you could be using to better serve your guests. Managed solutions from Spectrum Enterprise include system design, daily management and ongoing support. They also eliminate the variable ongoing costs involved with implementation, hardware, software, upgrades and repairs, replacing these with a predictable monthly fee and flexible financing options — trading capex for opex on your balance sheet. As your single IT provider, we help you reduce overhead involved with network implementation and management.

Spectrum Enterprise can help you meet your business objectives.

Streamline business operations
A modern network from Spectrum Enterprise incorporates secure connections to the systems you use to run your business. You can transfer data in real time, letting you attend to staff issues and guest needs more quickly. We also help you leverage automation for your front- and back-of-house operations. Our solutions work together seamlessly, integrating with your property management system (PMS) to help you simplify processes such as housekeeping requests and check-out services. Spectrum Enterprise also delivers turnkey voice and unified communications solutions, providing benefits such as calling, messaging, meetings, E911 and more.

Secure your data
The large volumes of personally identifiable information (PII) that hotels collect and store makes them an attractive target for cybercriminals. Two-thirds of hotel executives are somewhat to very concerned about their customer's data security.[1] With reservations increasing and hospitality revenues growing, a big data breach could halt that progress and damage consumer confidence and brand reputation. Modern network security can combine several elements such as antivirus and anti-malware defenses, intrusion prevention services and web filtering to ensure your data is protected.

Available services

Internet
Dedicated Fiber Internet
Secure Dedicated Fiber Internet
Wireless Internet

Managed services
Managed Network Edge for Hospitality*
Managed Router Service
Managed WiFi

Security
Secure Access with Cisco Duo
Cloud Security with Cisco+ Secure Connect

Voice and collaboration
Enterprise Trunking
Unified Communications for Hospitality
Hosted Call Center

TV
Set Back Box TV
Fiber Connect Plus TV
Moviebeam
TV Streaming Access

*Optional add-ons include smart cameras and environmental sensors.

Expand your team with managed services

While the hospitality industry labor shortage has recovered significantly from the lows of 2020, the unemployment rate has not been below 5% (considered the upper limit of a healthy rate) since July 2022.[2] Consider the fact that over 2/3 of hotels continue to experience staffing shortages,[3] while only about 25% of U.S. businesses, including hotel operators are fully compliant with current data security best practices.[4] It quickly becomes clear that hoteliers could use some help.

When you purchase managed services from Spectrum Enterprise, our skilled IT technicians become an extension of your team, taking care of day-to-day maintenance for you. Our technology experts modernize your network to keep it operating at peak performance 24/7/365, leaving you free to concentrate on strategic priorities.

Partner with Spectrum Enterprise

Purchasing your IT solutions from a single provider delivers a number of benefits, including cost savings, convenience and a flexibility that's not possible when operating each of these services separately. By choosing Spectrum Enterprise as your provider for all of your IT needs, your internet, voice and TV can be fully integrated, bringing costs down by reducing equipment and simplifying management of your network. Plus, always-on monitoring keeps your IT infrastructure safe and secure. Another benefit — you only have one number to call to take care of any issues that arise.

Spectrum Enterprise is committed to delivering you the best possible experience, so you can deliver exceptional experiences to your guests. We believe you should demand better from your technology service provider, which is why we back our services with a 4-hour mean time to repair service** and a 100% uptime service-level (SLA) guarantee.***

Let Spectrum Enterprise help you differentiate your hotel with an advanced IT infrastructure that empowers you to better serve your guests, earn repeat business and boost revenues.

Learn more about Spectrum Enterprise solutions for hospitality.

**4-hour mean time to restore service SLA.

*** 100% uptime guarantee applies only to Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Ethernet Services, Cloud Connect and Enterprise Trunking.

1. "Hospitality in 2025: Automated, Intelligent... and More Personal," Skift and Oracle Hospitality, June 2022.
2. "Databases, Tables & Calculators by Subject,"U.S. Bureau of Labor Statistics, Data extracted on: September 18, 2024.
3. Esther Hertzfeld, "AHLA: 67% of surveyed hotels report staffing shortages," Hotel Management, February 5, 2024.
4. "How to Prevent Malware Attacks and Promote Cybersecurity at Your Hotel," Hotel Tech Report, January 26, 2022.

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.

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