

Managed solutions for hospitality



Support your IT management and networking needs with Spectrum Business®.

High guest expectations and the need for technology to enhance the guest experience is putting additional pressure on hospitality IT teams. Besides needing to ensure the network is always working while also controlling costs, IT leaders are expected to know how cybersecurity, Internet of Things, AI, cloud computing and more are affecting their guest experiences and property operations.

For properties — many that struggle with hiring and retaining IT staff — keeping up with evolving security requirements, trends and new technologies isn't easy. However, there is a way to simplify and enhance the management of your IT services with Spectrum Business.

Our managed services include network design, equipment, installation and 24/7/365 monitoring and support. And our easy-to-use service portal provides insight into your network, enabling you to make better informed decisions about future IT investments.

Managed services help with:

Managing costs

Managed services 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.

Modernizing legacy systems

It's difficult to operate today's networks with yesterday's technology. Modernization of legacy systems is a perpetual task, especially as the pace of technological advancements accelerate. The always-up-to-date network equipment of managed services helps keep your systems and processes current and efficient.

Shortage of in-house IT expertise

As the IT skills gap remains a challenge, managed services act as an extension of your internal team, helping to free your staff to focus on strategic priorities to better support operations and the guest experience. Our experts deploy the latest updates to keep your IT infrastructure operating at peak performance, can recommend solutions as needs change and reduce risk by monitoring your network 24/7/365.

Support you can count on.

Our services are backed by powerful service-level agreements (SLAs) and support including:



100% uptime
SLA guarantee.¹



4-hour mean time to
restore service.²



100% U.S.-based support,
available 24/7/365.



Spectrum Business provides
enterprise technology solutions
to 96% of the top hotel brands
in the U.S.

1. Applies only to Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Ethernet Services, Cloud Connect and Enterprise Trunking.

2. 4-hour mean time to restore service SLA.

Designed for hospitality

Managed Network Edge for Hospitality: Purpose-built by hospitality IT experts and delivered over the Cisco Meraki platform, it's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. The solution includes security features, routing, SD-WAN, switching, smart cameras, environmental sensors and WiFi with signal encryption to enhance security for both guests and staff. Control your entire network from a cloud-based portal that gives you performance insight, helps to enhance guest stays and reduces operational costs.

Unified Communications for Hospitality: Elevate the guest experience, engage hotel staff and enhance operational efficiency with this cloud-based voice and collaboration solution that's built for the unique needs of hotels. The solution works with mobile devices and encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, secure guest loyalty and personalize experiences.

Managed WiFi: Meet guest demand for reliable connections to the internet with ubiquitous coverage across your property. Our dedicated team will design, install and manage this service for you.

Managed Router Service: Efficiently route traffic and improve bandwidth use without investing in hardware or day-to-day management.

Secure Access with Cisco Duo: Help protect your organization from unauthorized access to sensitive systems, regulatory violations and data loss that can disrupt your business. Capabilities that include multi-factor authentication (MFA) and identity management allow IT to set access policies by user and device, regardless of location.

Cloud Security with Cisco+ Secure Connect: Allow remote users to access cloud SaaS applications and the internet securely and directly without reliance on a traditional centralized or premises-based security solution. This feature-rich cloud-based security service includes secure web gateway, cloud access security broker, identity management, ZTNA and more.

DDoS Protection: Guard against malicious volumetric attacks designed to overload your network with world-class distributed denial of service (DDoS) threat identification and mitigation.

A partner you can trust.

Hoteliers can simplify IT, improve their efficiency, and provide better services to guests by choosing managed services from Spectrum Business. We put the needs of our clients first and are committed to ensuring an exceptional client experience with dedicated local account teams and technicians, 100% U.S.-based support, available 24/7/365, and our industry-leading service-level agreements (SLAs), including an SLA that guarantees 100% uptime. Spectrum Business can help enhance network services to enable your properties to deliver the exceptional experiences that your guests require.

[Learn more about how Spectrum Business can help you deliver a five-star guest experience.](#)