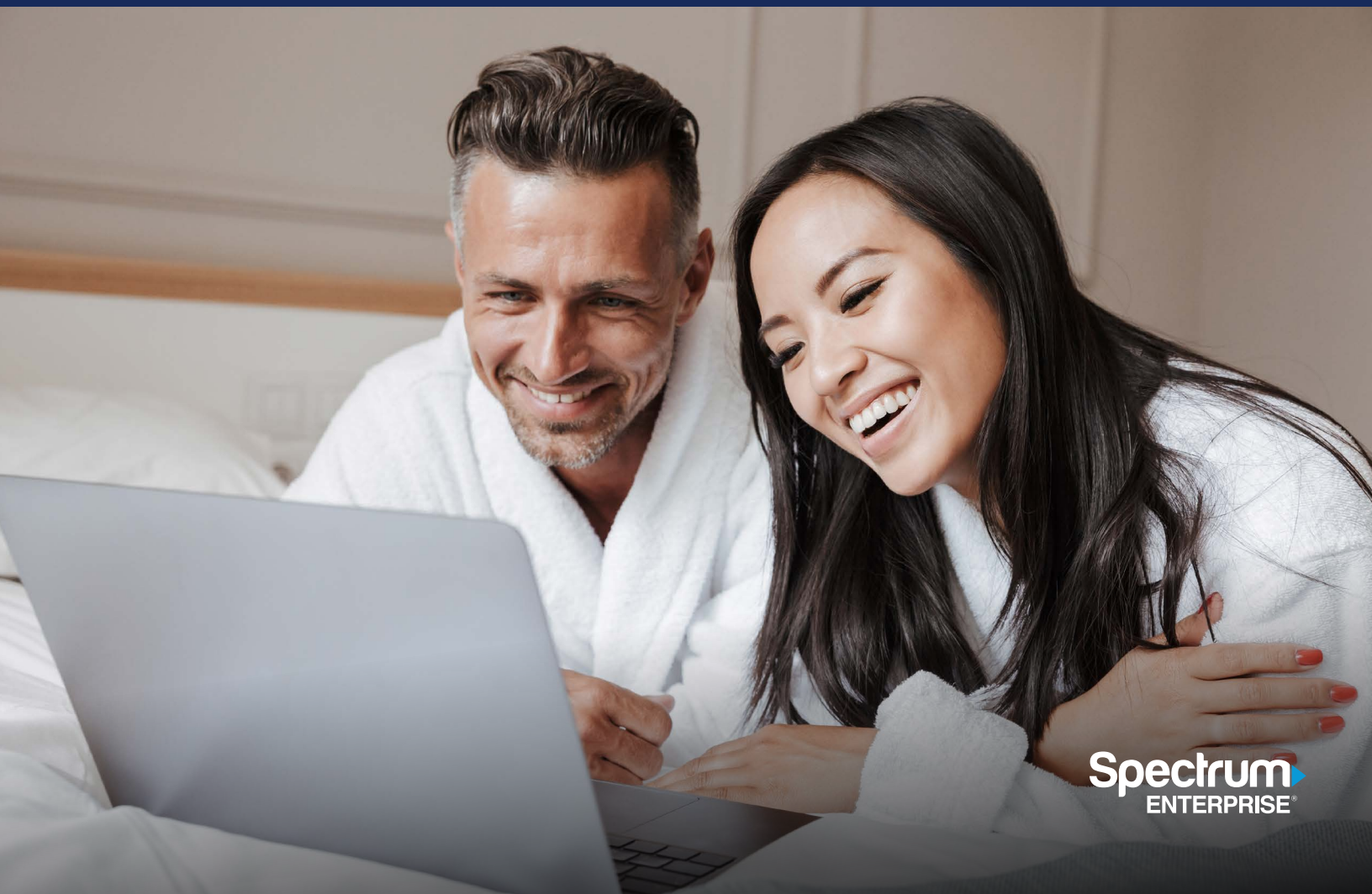


GUIDE

Simplified tech solutions for independent hoteliers

Meet guest demands, improve operational efficiency
and reap cost savings with a single provider.



Spectrum
ENTERPRISE

There are many industry-wide challenges in hospitality, such as growing competition, the rapid pace of technology advancement and keeping up with changing guest demands. As an independent hotelier you have a unique set of additional pain points.

It often isn't feasible to have dedicated staff with specialized skills that are always available to troubleshoot technology issues or manage increasingly complex business processes, such as revenue management. Especially critical to your success is wisely spending time and money. But with independent hotels growing at a fast pace, investing in the right technologies is essential to prepare your hotel for future success.

With Spectrum Enterprise® as your single provider, you can simplify the management of your technology, create cost savings and better meet guest expectations, which ultimately drives loyalty, occupancy and revenue.

Benefits of a single provider

There are many advantages to having all your connectivity, security, voice and TV solutions (including programming, streaming, casting and more) with Spectrum Enterprise, for example:

Operational efficiency: The right technologies enable your staff to improve productivity and increase efficiency by streamlining and automating routine processes.

Reliable connections: With a reliable fiber network in place, you won't experience frequent outages or service interruptions. Our end-to-end service-level agreement (SLA) guarantees 100% uptime,¹ enabling you to provide guests a seamless experience.

Cost savings: Get better pricing, while simplifying contracting and billing, when you purchase packaged solutions. Our service reliability and our unparalleled SLA means reduced costs associated with outages and service disruptions while our managed services can help reduce ongoing maintenance and upkeep expenses.

Partnership: We are not just a vendor, but a partner. You get a hospitality technology specialist that offers advice on preparing for upcoming trends and how to use your entire technology suite to differentiate your hotel. Our fiber network infrastructure provides the flexibility to quickly customize your solutions or expand your network as property needs evolve.

Simplified troubleshooting: With just one number for end-to-end support, staff know exactly who to call every time. We provide dedicated local account teams and 100%, 24/7/365 U.S.-based support to take the burden off your staff and resolve any issues that arise within a guaranteed 4-hour mean time to restore service.²

1. 100% uptime SLA guarantee 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.

Simplify technology management by consolidating your solutions and support with one, trusted provider.



At your service, so you can better serve your guests.

Seamless connectivity you can count on

No matter the length of their stay, your guests need a high-speed, dependable internet connection and your staff needs reliable performance. **Dedicated Fiber Internet** offers connectivity with performance and support you can count on. Get scalable internet access with a 100% uptime service-level agreement guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With **Managed WiFi** you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 24/7/365 U.S.-based support.

Communications and collaboration for a better stay

Built for the unique needs of hotels, **Unified Communications for Hospitality** 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, like wake-up calls.

Add-on service:

- **Hosted Call Center** offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.
- Give every guest a personalized touch with **Guest Experience Design Studio** to deliver personalization based on factors such as loyalty tier and group affiliation, helping to keep guests informed and promote amenities while driving efficiency.

It's simply about your network

Delivered with the Cisco Meraki platform, **Managed Network Edge for Hospitality** is purpose-built by hospitality IT experts and is the single most powerful networking tool for your hotel. The solution includes security and routing, local network switching, network management and improved WiFi with signal encryption to enhance security for both guests and staff. It's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. You can easily control your entire network from a cloud-based portal that gives you insight into overall performance, helps to enhance guest stays and reduces operational costs.

Better TV for an immersive viewing experience

Fiber Connect Plus TV keeps your guests entertained by providing a reliable and extensive HDTV experience with access to over 200 live TV, news, sports and international channels.

Add-on service:

- **Moviebeam** pairs live TV with casting capabilities, streaming applications, on-demand movies, branded welcome screens and guest services.
- **TV Streaming Access** delivers live and on-demand video streaming content to personal devices anywhere on your property.

Set Back Box TV delights guests with a homelike viewing experience that is customizable, scalable and cost-effective. Deliver highly reliable HDTV service with over 200 channels featuring entertainment, news, sports and international programming to meet any entertainment need.

Add-on service:

- **TV Streaming Access** delivers live and on-demand video streaming content to personal devices anywhere on your property.



For more than 20 years we've designed, implemented and managed custom TV, voice and network solutions that deliver exceptional guest experiences.

Why partner with Spectrum Enterprise?

Your choice of service provider matters. Beyond a technology vendor, you need a partner who is fully vested in your success.

In today's ultra-competitive market a comprehensive, experienced technology provider is a necessity for independent hotels. Upgrade your property with confidence knowing you have an experienced partner trusted by hotels nationwide. For over a decade we've committed to offering a reliable and feature-rich set of hotel technology solutions for independent hotels.

With the ability to choose and customize the right solutions for your needs, Spectrum Enterprise can help you at every stage of your property's lifespan. When you work with us, you get a partner that is committed to ensuring you can continue to provide the best service to your guests without complicating your operations.

Connect with one of our hospitality experts to discuss how to improve connectivity and find ways to save on expenses.

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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