

Managed services for hospitality

A cost-effective way for hotels to meet technology goals



With limited IT staff on property, hoteliers are challenged to keep up with technology shifts. There is much value in partnering with an expert.

IDC predicts that by 2026

>90%

of organizations worldwide will feel the impact of the IT skills shortage.¹

The advantages of managed services

Smarter spending

63%

of hospitality IT budgets in 2024 were earmarked for maintaining existing systems.²

Top challenges hindering hotel tech strategies include:³

69%

Difficulty integrating with legacy systems.

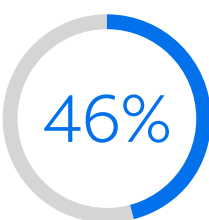
54%

lack of skilled technology expertise internally.

Control costs

- No upfront hardware ownership costs.
- Shift IT spending from capex to opex for more predictable expenditures.
- Expand your IT team with the expertise of a third-party provider.
- Save time and money by accessing and managing your entire network from a cloud-based portal and intuitive applications.

Security management



of security breaches in 2023 involved customer personal data.⁴

Reduce risk

- Network performance and security issues can be addressed before they impact your property.
- 24/7/365 monitoring with dedicated, expert technicians on call so your staff doesn't need to be.
- Help protect your network from the edge to the cloud with next-generation firewall and unified threat management that updates automatically.

Enhanced productivity

22 days

per attack.⁵

\$5k per minute

is the average cost for downtime.⁶

Prevent downtime

- Staff time is redirected to strategic work rather than day-to-day troubleshooting.
- Ensure uninterrupted service with a network that is always monitored and managed.

Spectrum Business® offers a suite of managed services to simply and securely support your hotel property.



Managed Network Edge for Hospitality



Environmental sensors



Smart cameras



Managed WiFi



Managed Router Service



Unified Communications for Hospitality



Secure Access with Cisco Duo



Cloud Security with Cisco+ Secure Connect



DDoS Protection

Spectrum Business provides technology solutions to 96% of the top hotel brands in the U.S. We can partner with you to achieve your business objectives with our award-winning end-to-end technology solutions and support. We make managing your hotel technology easier and can help you delight guests and improve operations by delivering an extraordinary, connected experience.

[Learn more](#)

1. "IT Skills Shortage Expected to Impact Nine out of Ten Organizations by 2026 with a Cost of \$5.5 Trillion in Delays, Quality Issues and Revenue Loss, According to IDC," International Data Corporation, May 14, 2024.
2. Mehmet Erdem and Robert Firpo-Cappiello, "2024 Lodging Technology Study: Digital Transformation & ROI," Hospitality Technology, site accessed October 2024.
3. Ibid.
4. "Cost of a Data Breach Report 2024," IBM Corporation, July 2024.
5. Michal Christing Escobar, "Navigating Cyber Threats in Hospitality: Key Takeaways from HITEC 2024," Hospitality Technology, July 1, 2024.
6. Ibid.