

Managed WiFi for hospitality



Implement a scalable, end-to-end wireless networking solution

Reliable connection of wireless and mobile devices to the internet and internal networks is critical to hospitality clients.

Managed WiFi from Spectrum Business® provides seamless access to the internet across one or more locations. The enterprise-grade, turnkey solution includes design, installation and comprehensive management tools of wireless infrastructure for high-quality connectivity, a seamless user experience and reduced IT burden with no equipment to buy.

Managed WiFi includes comprehensive management tools, customized guest landing pages and property management system (PMS) integration. Plus, Managed WiFi networks are proactively monitored 24/7/365 to verify uptime and availability. Guests also have access to a toll-free support number to resolve connectivity issues, freeing the front desk staff to focus on guest satisfaction.

Meet growing guest demands for reliable WiFi connectivity while reducing the burden on staff with this fully managed solution.

Product highlights

- **Ensure flexibility and scalability:** Leverage the high speed of our internet services and allocate the appropriate bandwidth to support different usage needs across one or several locations.
- **Enable end-to-end management:** Utilize the admin portal and conference room scheduler for added visibility and control over your WiFi network and enable the review of session information, such as connected devices, data use and if connections are returning or new guests.
- **Utilize system and device configuration:** Prioritize, modify and manage bandwidth allocations among user tiers while supporting paid and free guest WiFi options across a variety of WiFi-enabled devices.
- **Ensure network performance:** Highly competitive service-level objectives (SLOs) help ensure optimal network performance and availability to support mission-critical wireless operations.
- **Reinforce your brand:** Utilize customizable landing pages and user authentication pages to reinforce your brand.
- **Enjoy dedicated support:** Rely on dedicated support teams to provide 100%, 24/7/365 U.S.-based support and proactive monitoring, backed by local technical expertise.

Key features

- Customize a vanity SSID for each dedicated VLAN to make it easy for users to choose which network to connect to.
- User session protection against internal and external security threats with user authentication.
- Facilitate the capture of event attendee emails from WiFi users for marketing purposes.
- Global maximum bandwidth allocation for each user or on a per-room basis.
- Credit card processing for revenue-generating WiFi internet access.
- Ability to prioritize bandwidth between users paying for a higher-tier service and users on a free or lower-tier service.
- Ability to dynamically modify end-user tiers for bandwidth, duration and price.
- Utilize switches, routers and wireless access points from leading manufacturers.
- Compatibility with 802.11 a, b, g, n and ac standards.

Benefit from network visibility and data intelligence with password-protected online access through the admin portal

- View network utilization statistics.
- Generate technology, statistics, trend and security reports that include:
 - Type of equipment, equipment name, IP address, equipment location, equipment status and duration of status.
 - Individual log history for each piece of equipment.
 - Historical information.
 - As-built documentation.
- Session reporting:
 - Track session use by time connected, device type, session data usage and platform OS type.
 - Dashboard shows summary statistics of daily or weekly session data, connected devices and new versus returning clients.

Available services

- **Wireless Internet:** Connect to the internet with a wireless solution that helps keep your business running. This all-inclusive wireless internet service comprises equipment, installation and support.
- **Dedicated Fiber Internet:** Achieve dedicated internet connectivity with symmetrical upload and download speeds, bandwidth up to 100 Gbps and backed by a 100% uptime service-level agreement (SLA) that covers all the way to the handoff point at your location.
- **Secure Dedicated Fiber Internet:** Connect with confidence when you integrate fast, dependable, dedicated fiber internet service with enterprise-level cybersecurity protection in one affordable and remarkably simple solution. The service is backed by a 100% uptime SLA all the way to the handoff point at your location.
- **Enterprise Internet:** Gain fast, reliable and cost-effective access to the internet or cloud-based applications with an enterprise-grade experience. Available in a range of speeds up to 1 Gbps, the solution provides peace of mind with an SLA that includes 99.9% uptime and a rapid restoration commitment all the way to the handoff point at your location.
- **Managed Network Edge for Hospitality:** Experience a powerful network and WiFi designed for hotels and resorts. Managed Network Edge is an end-to-end fully managed platform that provides better guest WiFi while improving your staff's network experience. Powered by Cisco Meraki, the platform includes an intuitive portal that offers powerful visibility and control from anywhere.
- **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.

Learn more

enterprise.spectrum.com/hospitality