

Managed technology services for hospitality management groups

Delivering property-wide connectivity, visibility and support that upgrades the guest experience and simplifies operations.

Hospitality leaders are under increasing pressure to meet rising guest expectations while maintaining operational efficiency across multiple locations. From high-speed WiFi and in-room entertainment with streaming to voice and reliable connectivity, hotels rely on dependable technology to drive satisfaction, loyalty and efficiency.

Spectrum Business® understands the demands of managing a wide array of technologies and service providers across your hotel portfolio. Our managed technology services act as an extension of your team — streamlining infrastructure, supporting your IT staff and enabling seamless operations across brands and properties. With a flexible, scalable approach to design, delivery and support, we help you exceed guest expectations and performance goals.

Hospitality management groups can benefit from a technology services partner like Spectrum Business to support all of your branded and non-branded properties within your hotel portfolio.

Partnering with Spectrum Business provides many advantages to hospitality management groups such as:

- 24/7 U.S.-based concierge service supporting all your hotel properties with dedicated account and project management teams, and local technicians for on-site support at no additional cost.
- Simplified network management with our complete end-to-end hospitality solutions, including technology infrastructure, network access and security, eliminating the complexity of multi-vendor, multi-technology, legacy networks.
- Full network visibility through a single portal that provides insight into network performance, usage and location by individual devices.
- Fast and easy network refresh for hotel expansion.
- Stronger network security across all your properties with fully managed or co-managed security solutions.
- Support for your IT staff with the Spectrum Business team of technical experts.
- Streamlined billing with Client Service Manager support.

Why partner with Spectrum Business?

At Spectrum Business, we have partnered with hospitality management groups for over two decades, offering reliable and feature-rich hotel technology solutions. Our certified network experts, along with our national reach and multiple connectivity options, makes Spectrum Business uniquely qualified to be your single hospitality technology partner.

In today's ultra-competitive market, a comprehensive, experienced technology provider is a necessity for hospitality management groups. Upgrade your technology with confidence knowing you have an experienced partner trusted by hotels nationwide.

With the ability to choose and customize the right solutions for your needs, Spectrum Business 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.

Spectrum Business Is a trusted partner with deep expertise.	We provide enterprise technology solutions to 96% of the top hotel brands in the U.S.
Delivers solutions purpose-built for hospitality.	Our hospitality solutions deliver seamless guest and property-wide WiFi, property-branded and guest-personalized IRE platforms and collaborative communications — all to elevate your brand and drive revenue.
Provides reliable network uptime for all your mission-critical operations.	We back our services with industry-leading service-level agreements (SLAs) that include a 100% uptime guarantee, end-to-end performance nationwide and unrivaled remedies.¹ We provide a 4-hour mean time to restore service² and 100% U.S.-based support, available 24/7.
Operates on the nationwide Spectrum Fiber Broadband Network that provides performance you can count on.	We offer dedicated internet connectivity with symmetrical upload and download speeds up to 100 Gbps. Our solutions provide seamless access to dedicated fiber services that deliver high-quality TV, WiFi and voice and collaboration services, purpose-built for hospitality.
Provides scalability and nationwide reach that grows with you.	Our scalable services allow you to evolve without costly changes to your infrastructure. Whether supporting new technology initiatives for a better guest experience or connecting new properties, we have you covered.

Learn more

1. 100% uptime guarantee SLA applies only to Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Ethernet Services, Cloud Connect and Enterprise Voice Trunking.
 2. 4-hour mean time to restore service SLA.