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IoT for today and tomorrow

C&W IoT
Solution Overview

HOTELS, CLUBS AND RESTAURANTS HAVE BEEN QUICK TO ADOPT IOT

Interactive TV

Wi-Fi
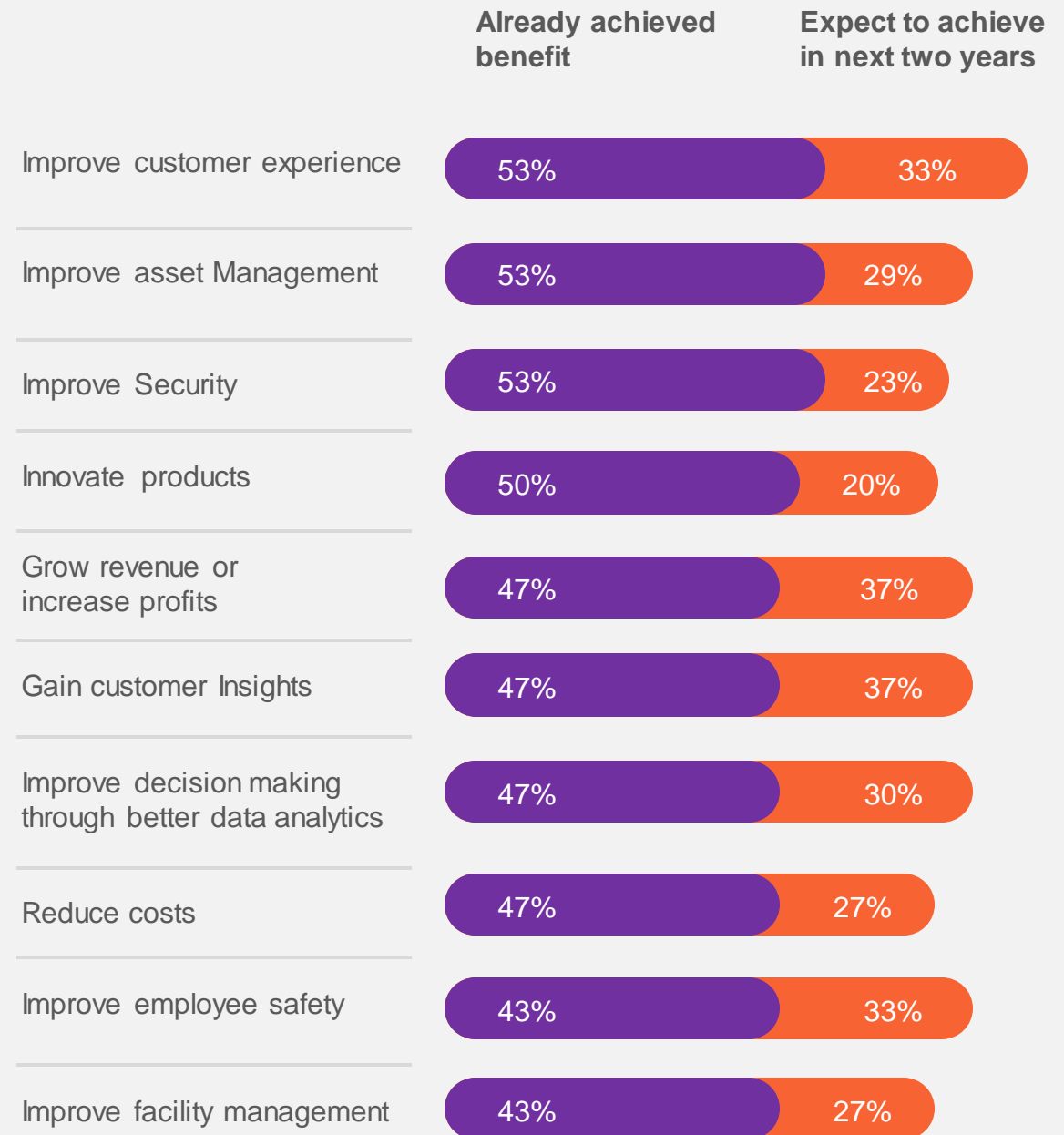
Digital Signage

Security Cameras
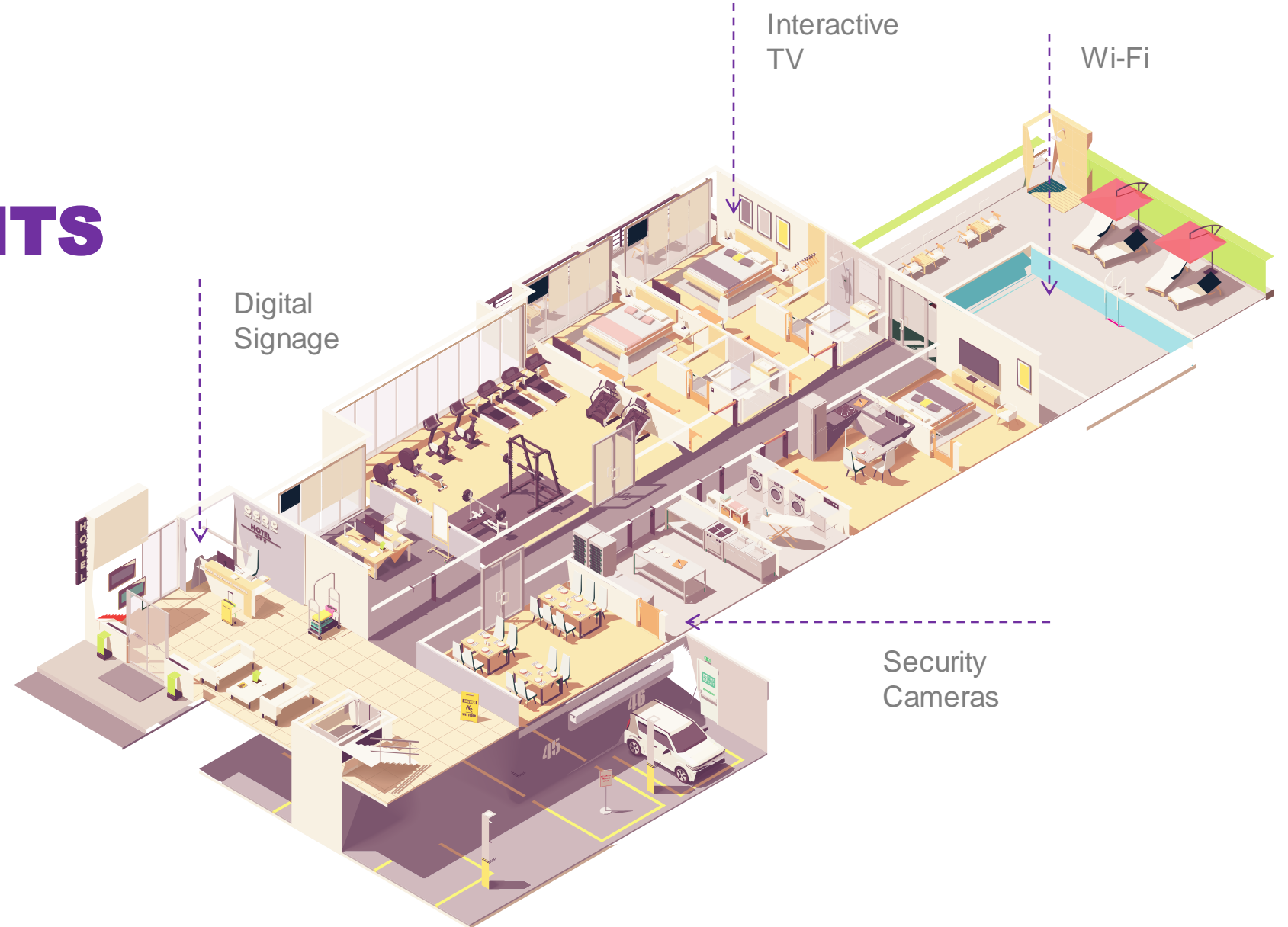
THE MOTIVATIONS ARE CLEAR

The need to compete with disrupting community marketplaces such as Airbnb and booking engines

Out of those who have already implemented IoT in some way…

53% are focused on operating more efficiently.

33% who want to modernize their brand and add new capabilities

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	Already achieved benefit	Expect to achieve in next two years
Improve customer experience	53%	33%
Improve asset Management	53%	29%
Improve Security	53%	23%
Innovate products	50%	20%
Grow revenue or increase profits	47%	37%
Gain customer Insights	47%	37%
Improve decision making through better data analytics	47%	30%
Reduce costs	47%	27%
Improve employee safety	43%	33%
Improve facility management	43%	27%

WE UNDERSTAND YOUR TECHNOLOGY CHALLENGES

In an industry where everything needs to be connected: guests, staff, devices, applications, PMS (Property Management Systems) & in-room technology Wi-Fi is critical but often not good enough

82%

Find free hotel wi-fi services are limited, slow and unreliable.

31%

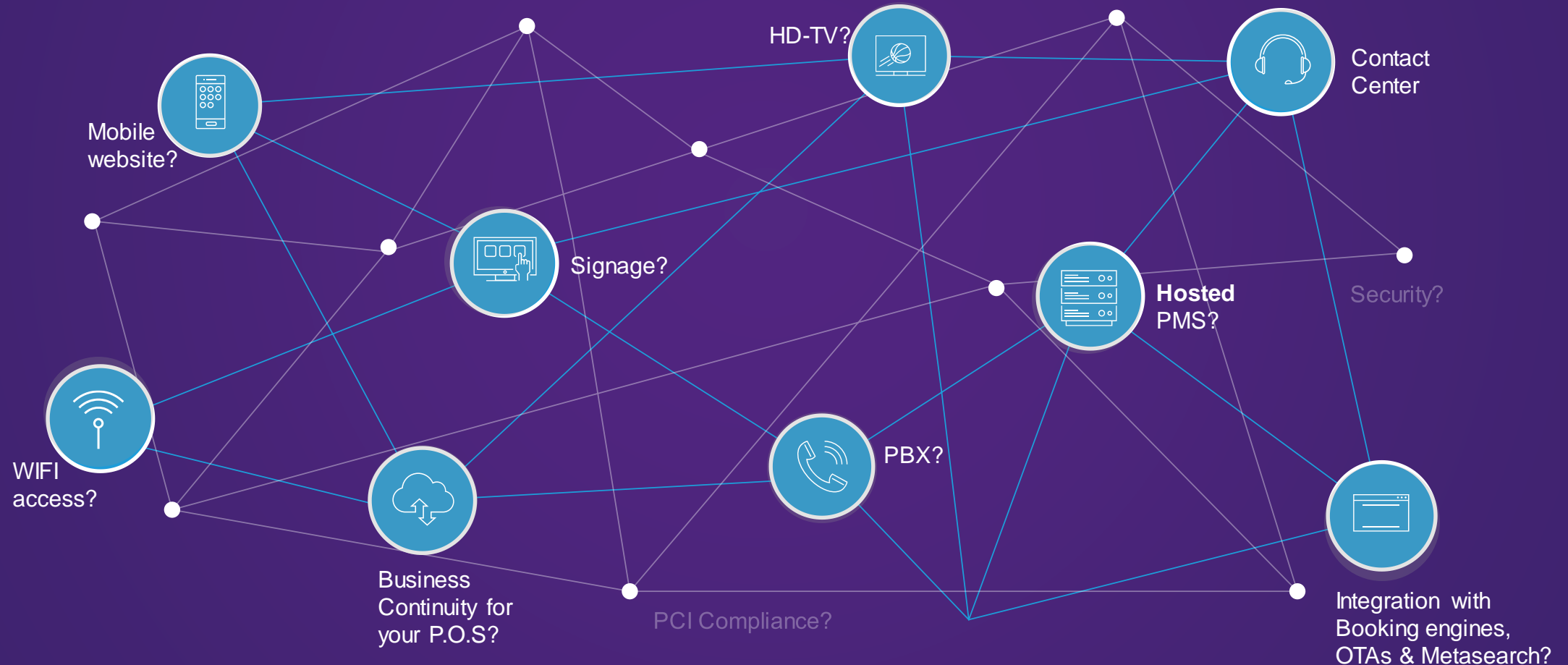Had an issue with their internet service in tems of connection and/or speed

IT'S A MUCH LARGER PROBLEM...

Is the challenge of managing an entangled web of services that are all vital to your operation

HD-TV?

Contact Center

Mobile website?

Signage?

Hosted PMS?

Security?

WIFI access?

PBX?

Business Continuity for your P.O.S?

PCI Compliance?

Integration with Booking engines, OTAs & Metasearch?

THEN MULTIPLY THAT BY ALL YOUR SITES AND PROPERTIES...

And what you get is:
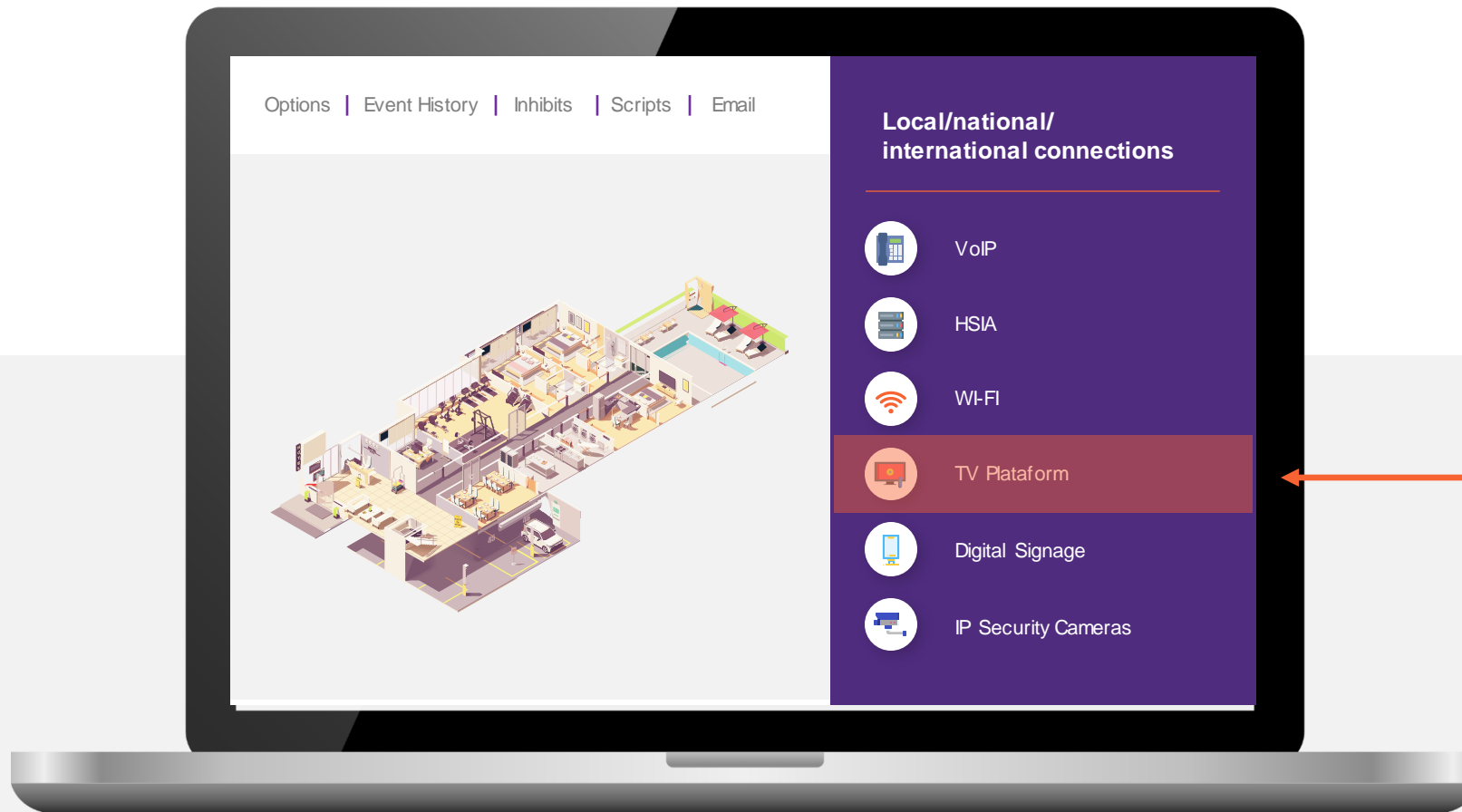unsatisfied guests & unproductive staff

Our Solution?

C&W IoT

"

Is a Proactive monitoring solution that integrates all your wired & wirelessly connected devices to minimize guests' exposure to adverse events impacting their stay.

THROUGH A SINGLE PANE OF GLASS YOU GET FULL VISIBILITY INTO YOUR ENTIRE IOT NETWORK

Options | Event History | Inhibits | Scripts | Email

Local/national/ international connections

VoIP

HSIA

WI-FI

TV Plataform

Digital Signage

IP Security Cameras

Fault Encountered

YOU CAN DRILL DOWN TO SPECIFIC AREAS, AND PINPOINT THE ISSUE

Ethernet Port **failure** on room 105

Crashed Digital Signage gear at the lobby

WE'VE GOT YOUR BACK

Our team manages availability and performance of all connected devices

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IoT

Analytics

Library

Site Book/ Inventory

Truble ticketing & SLA

Performance & Quality

MTTR

Point & Click Navigation
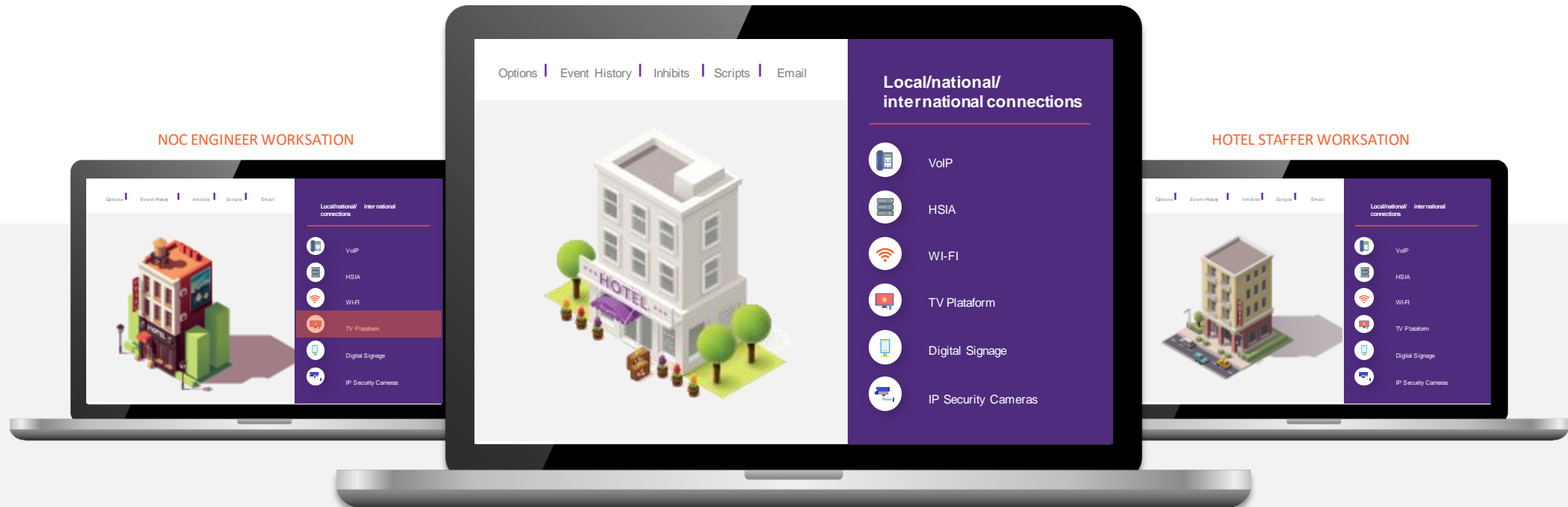
Fault Management

Graphical display one-creen

IT DOESN'T MATTER HOW MANY LOCATIONS YOU HAVE

Uncompromised visibility for your Operations Staff and ours

Whether at the NOC or on the go, Operations staff is connected and can view the same fault information as the NOC engineers in real time

NOC ENGINEER WORKSATION

HOTEL STAFFER WORKSATION

Options | Event History | Inhibits | Scripts | Email

Local/national/ international connections

- VoIP
- HSIA
- WI-FI
- TV Plataform
- Digital Signage
- IP Security Cameras

AN ALL-IN-ONE SOLUTION.
YOUR INTEGRATED TECHNOLOGY PARTNER

Reliable Network Services +
Implementation Experts +
Proactive Monitoring +
System Management

Customers have peace of mind knowing that their Interests are always Top of Mind.

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THIS YOUR
OPPORTUNITY TO:

- Improve your Guests' Experience by proactively monitoring and resolving any issues with Guest centric services

- Enable your staff to proactively engage Guests before the issue is detected and offer them a coupon or other service on property while technicians solve the issue.

- Empower IT resources to resolve issues swiftly. The dashboard directs them to the exact location where the fault has been detected on property.

- Improve Operational Efficiency while reducing operational costs – minimizing the time needed to identify and isolate issues, resulting in lower cost to repair and lower exposure to further unwanted faults or guest complaints.

READY TO
MOVE ON?

Join our list of nearly 50,000 Hospitality customers.

You'll be thrilled you did—and so will your people.

Let's schedule a call to review next steps