

THE HOSPITALITY INDUSTRY

Let Opengear be your network concierge



The hospitality industry is undergoing a major digital transformation, empowering IoT innovations that improve the customer experience and competitively takes a hotels' business to new levels. To leverage new technologies on these complex networks, hotels need to simplify network management and ensure connectivity with resilient an always-on independent management plane.

GUEST EXPERIENCES

- 1 Self-Service Check-Ins**
Guests are able to use secure, kiosks or mobile apps to streamline the check-in process, eliminating long wait lines, reducing human error and provides the ability customize their stay.
- 2 Electronic Room Cards**
Hotels can send electronic key cards to guests, offering a contactless experience, providing additional security and ensuring a consistent experience by saving their preferences for future stays.
- 3 Smart Room Features**
Guests can control smart lighting and HVAC systems, thermostats, televisions and other appliances, track in-room activity from the ease of their phones
- 4 Voice Controlled Customer Service**
Hotels can provide superior customer service through voice controlled rooms where guests are able to request room service, book excursions, make a reservation at a local restaurant and more. It also removes language barriers, allowing guests to make requests in their native language.

HOSPITALITY ORGANIZATIONS

Proactive Maintenance
Sensors installed in utility areas or individual guest rooms help with preventative maintenance. By setting thresholds for moisture, vibration and airflow, engineers can receive alerts to proactively address a situation.

New Hotel Sites
For bare metal builds, get the network up and running remotely from Day One by preconfiguring a secure console server, sending it on-site and simply adding it to the rack.

Sustainability Solutions
Hotels spend 6% of their operating expenses on energy, automated occupancy sensors track in-room activity to shut down unnecessary features and resume functions once guests arrive.

Inventory and Resource Management
Adding sensors to house cleaning carts, provides immediate data on which rooms are being turned over. Inventory can also be monitored item by item automatically, freeing staff for other tasks. Acquiring this of level data and analyzing it can be used to pinpoint operational bottlenecks.



53%
of hotel brands are deploying IoT to increase operational efficiency¹

81%
of travelers want a greater digital customer experience from hotels¹

47%
of hospitality executives are using IoT to reduce operating costs²

70%
of hotels have active IoT projects¹

OPENGEAR SMART SOLUTIONS

The new technologies constantly being added create a greater strain on the network, increasing the likelihood of an outage. Opengear solutions ensure always-on access, a necessity when dealing with limited IT staff and aging infrastructure.

Secure, remote access to devices, even when the network's down

The bandwidth needed for critical process to continue during an outage

Secure Day One provisioning of new sites

1. <https://www.pwc.com/us/en/services/consulting/technology/emerging-technology/iot-pov/hospitality-iot-snapshot.html>
2. <https://www.socialtables.com/blog/hospitality-technology/internet-of-things/>