MY resource PARTNERS
TECHNOLOGY RESOURCES FOR BUSINESS

HOSPITALITY CLIENT STORY

HOSPITALITY GROUP

Better guest Wi-Fi, faster bookings, and a rollout model for every new property

A hospitality management company was frustrating guests with unreliable Wi-Fi and long booking waits. We modernized its phones, booking center and Wi-Fi, and built a model it now uses for every acquisition.



THE RESULT

Rapid

deployment model for every new acquisition

UCaaS + CCaaS
Integrated with CRM and PMS for automatic call logging

Property-wide
Guest Wi-Fi with central management

Rapid
Deployment model for every new acquisition

THEIR STORY

Guests judge a stay by how fast someone answers the phone and how well the Wi-Fi works.

Our client is a full-service hospitality management company supporting hotel and restaurant chains across multiple regions, with property management, marketing and a central contact center for reservations and guest support. With administrative offices and high-volume booking centers, reliable communications are critical.

AT A GLANCE

INDUSTRY
Hotel and restaurant management

FOOTPRINT
Hotel and restaurant chains across multiple regions

SERVICES
Phone Systems (UCaaS) · Contact Center (CCaaS) · Managed Guest Wi-Fi · Business Cell Plans

The challenges

- **Outdated communications system.** Legacy systems in the offices limited collaboration and scalability and raised maintenance costs.
- **Emergency line reliability.** Always-on emergency communication across properties was a top priority, but existing infrastructure posed risks.
- **Inconsistent guest Wi-Fi.** Unreliable connections, slow peak-time speeds and inconsistent logins hurt satisfaction, reviews and the brand.
- **Inefficient contact center.** The booking system struggled with call volume, leading to longer waits and lower satisfaction.
- **Limited mobility.** Staff needed mobile access to communication tools, which the setup didn't support.

WHAT WE DID

The solutions

Our advisors assessed every system, presented options for the IT team to compare, and guided a transformation focused on modernization, scalability and reliability.

Cloud-based unified communications (UCaaS)

Voice, video, messaging and collaboration for administrative teams, integrated with the CRM and PMS so call transcriptions go straight into account profiles.

Contact center (CCaaS)

Intelligent call routing, real-time analytics and omnichannel capabilities to optimize booking operations.

Emergency communication infrastructure

Resilient emergency lines with redundancy and location tracking for compliance and rapid response.

Cellular mobility integration

Secure mobile access to communication tools from any location.

Enhanced guest Wi-Fi

High-performance, centrally managed Wi-Fi in guest rooms, common areas and event spaces:

- Property-wide coverage with smart access point placement
- Bandwidth optimization for peak usage
- Branded guest login portals
- Network segmentation and real-time monitoring

THE RESULTS

What changed

- **Better guest experience.** Faster responses, smoother booking and reliable Wi-Fi increased guest satisfaction and positive reviews.
- **Operational efficiency.** Streamlined communications and a more reliable network improved coordination across departments.
- **Reliability and compliance.** Robust emergency communication improved safety and met regulatory requirements.
- **Workforce mobility.** Employees can work effectively from anywhere.
- **Scalable infrastructure.** Cloud systems and the Wi-Fi platform scale easily as the portfolio grows.
- **Stronger brand.** Consistent, high-quality connectivity at every location supports guest loyalty.

KEY TAKEAWAY

> The group now has a rapid deployment model for every new acquisition, and standardizing communications, marketing and security across sites freed IT time and capital for growth.

What are your guests saying about your Wi-Fi?

Let’s build a guest and team communications experience that earns five-star reviews.

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