

# Your IT network is at the heart of the guest experience

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- **Services like HSIA, IPTV, VoIP, IP room controls or IP door locks** are an integral part of your overall guest experience.



- **However, most hoteliers have no means to**
  - Track their service delivery
  - Take immediate action in case of service issues
  - Work towards continuous service improvement.

# Client testimonial:

«Full network transparency at all times»

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## My needs

- An impeccable Wi-Fi experience for my guests on all their devices
- Superior network availability and stability at all times
- Pro-active identification and resolution of potential issues
- Access to all network data in real-time, independently of Swisscom

## Swisscom delivered

- System Integration  
Property-wide Wi-Fi coverage with multi-antenna access points (802.11n standard)
- Network Operations  
Real-time access to Swisscom NetSmart network monitoring;  
365/24/7 network management;  
Personalized network reporting



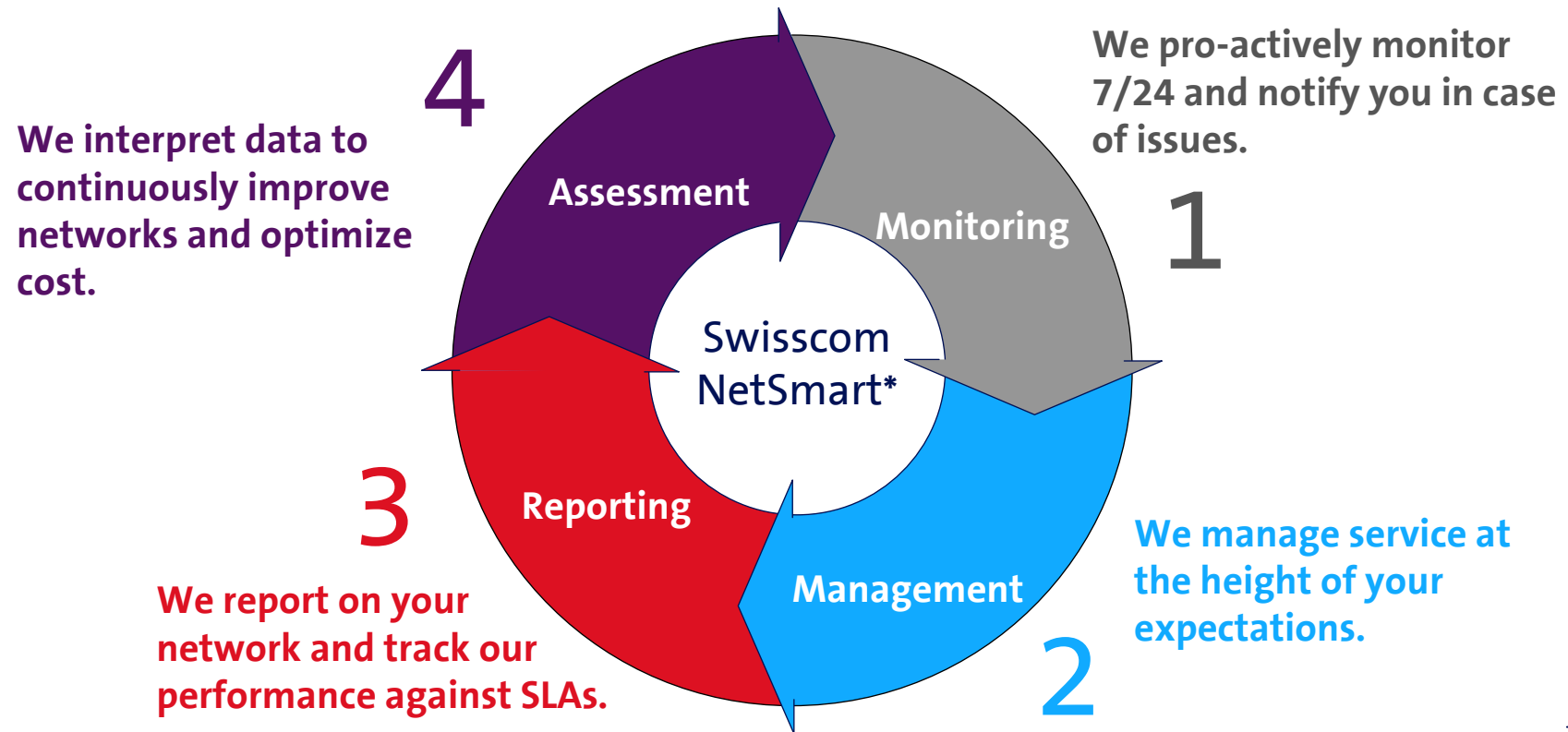
Jerome Olliveaud,  
CTO Lucien Barrière Hotel Group

# Our suite of NetSmart services:

Because your network is *that* important!

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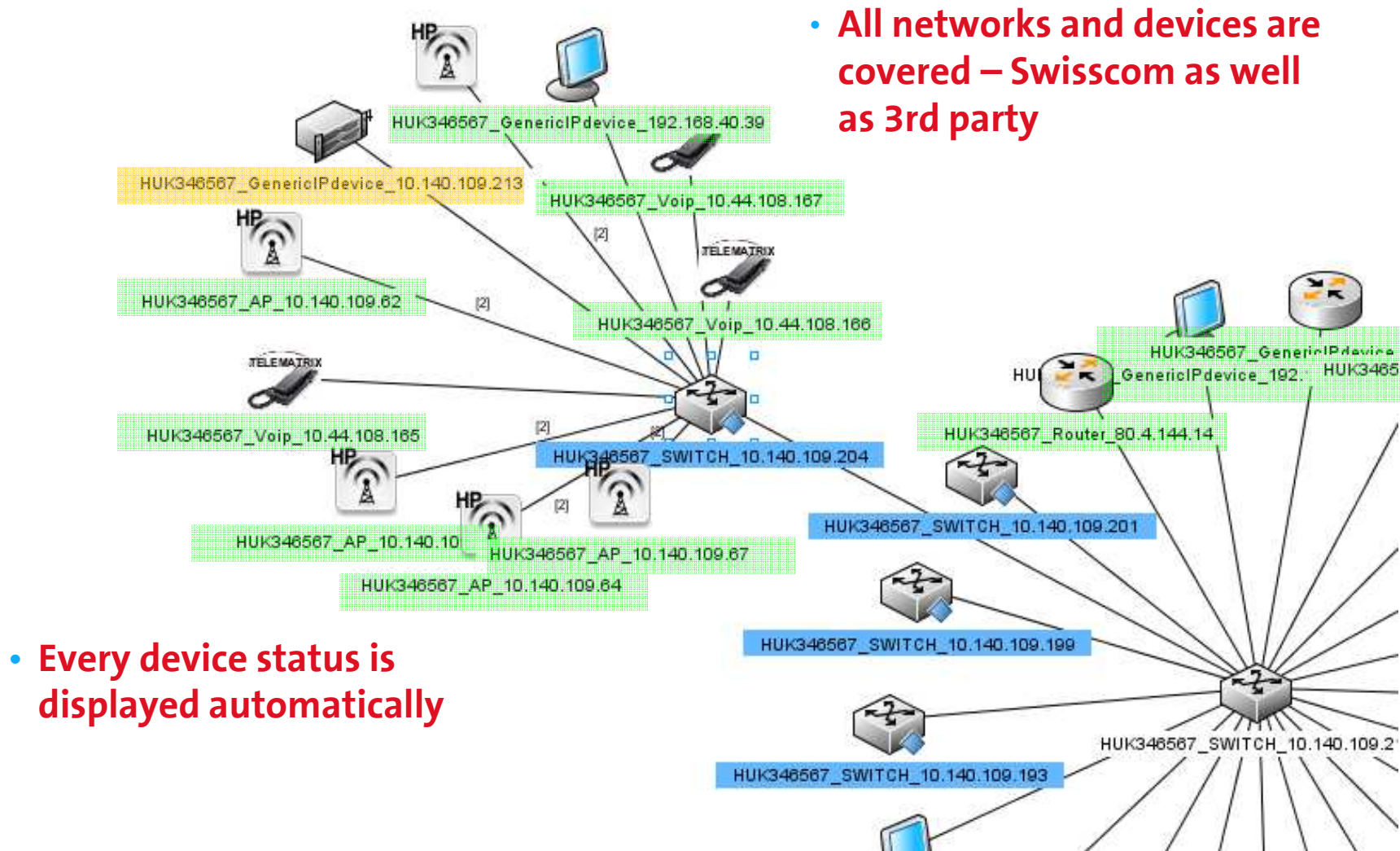
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\* Our NetSmart suite is powered by IBM Tivoli, a professional service management suite that Swisscom Hospitality has adapted to suit the specific needs of the hospitality market.

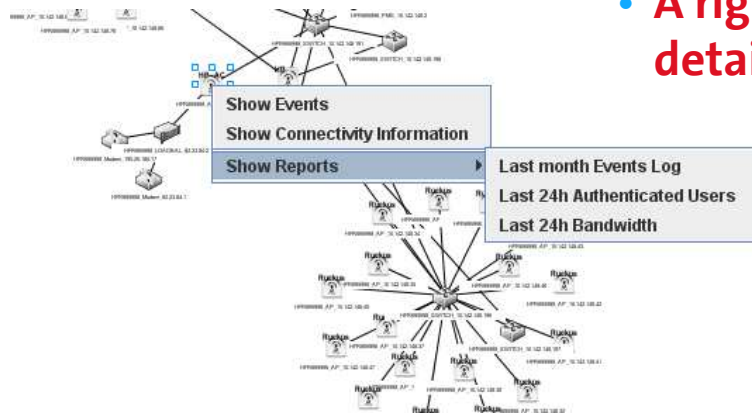
# Swisscom NetSmart Monitoring:

Your network fully transparent in real-time



- Every device status is displayed automatically

# Swisscom NetSmart Reporting: Analytics for your IT decisions



- A right mouse click gives you detailed reports

- You can set your own, customized reporting parameters

**On-Demand Report Parameters**

This dialog allows you to define the parameter(s) to be used for an on-demand running of the **Device Bandwidth** report.

After viewing, report output is discarded.

**Entity Group**

\*Host Name

⚠️

**Date Range**

\*Select pre-defined Report Period OR fill Start and End Date

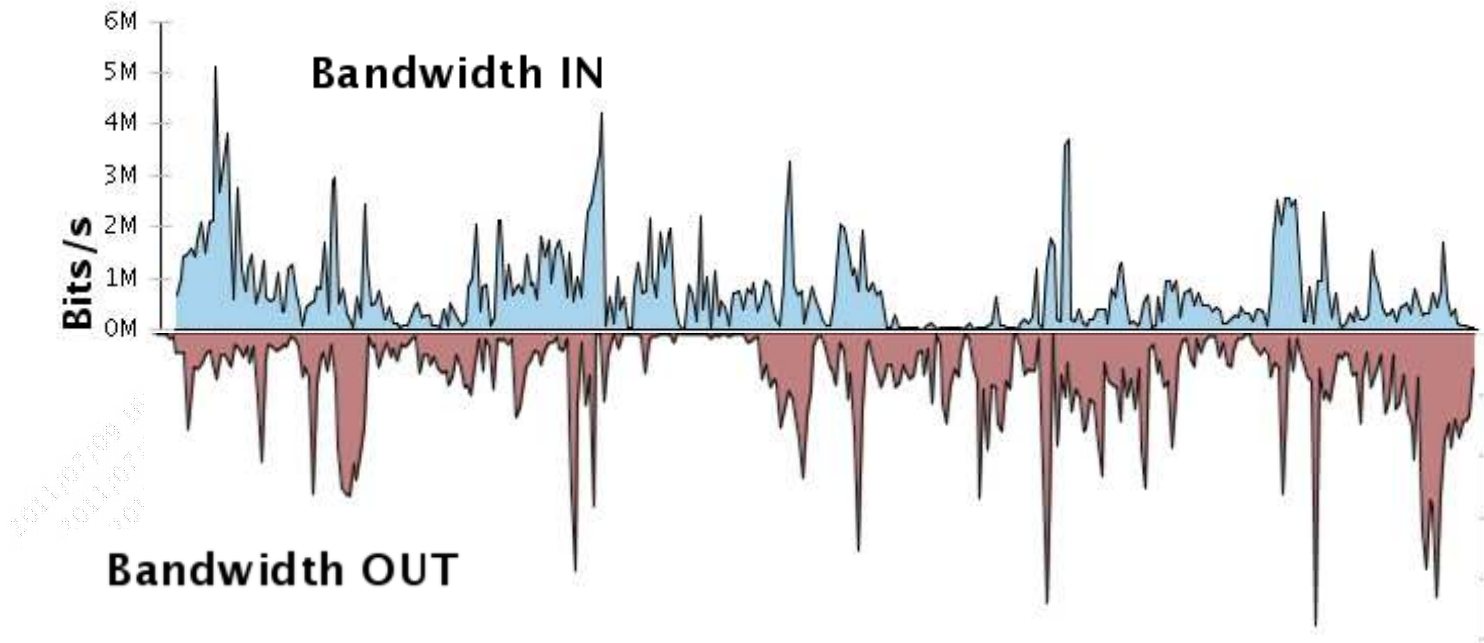
Last 24 Hours

Run Cancel

# For example, bandwidth consumption report

- Identify products, periods or day-times that require particular attention.

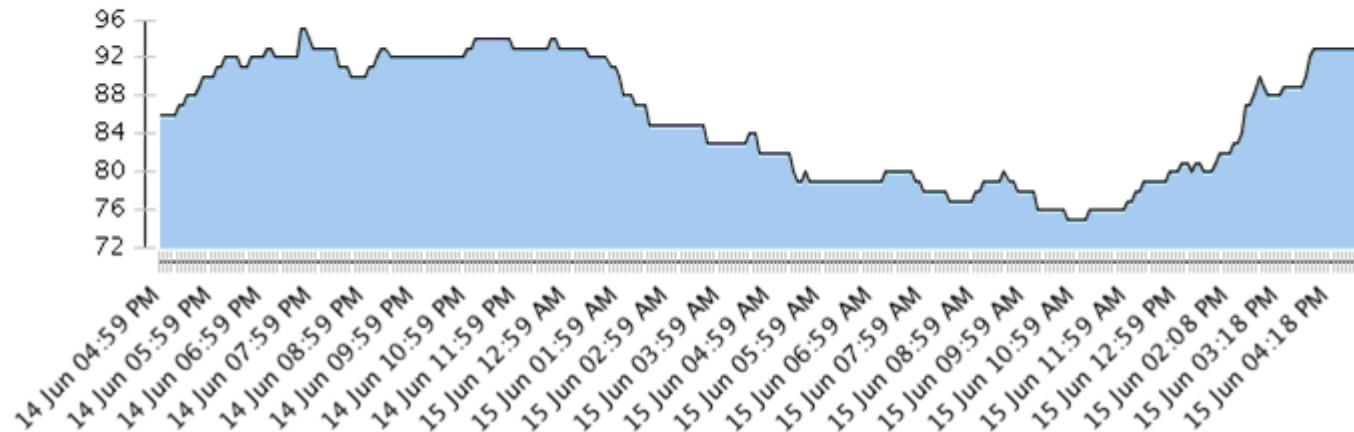
Report parameters	
Device Name:	
Begin date:	Jun 27, 2011 12:47 PM
End Date:	Jun 28, 2011 12:47 PM



# For example, number of authenticated users

- Review the degree to which your network is utilized

Report parameters	
Node:	1
Begin date:	14 juin 11 16:58
End Date:	15 juin 11 16:58



# Swisscom NetSmart Management:

## We detect and fix your service issues

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**Our advanced monitoring and reporting capabilities put us in a pole position to manage and maintain your network to a defined service level.**

- **Network Operations Center** (Lisbon / Washington DC):
  - Manages and maintains your network 24/7
- **Implementation Control & Command Group** (Geneva):
  - Steadily refines your network configuration
- **Field Engineers** in 40+ countries:
  - Implement agreed network improvements



# Contact us for more information

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