# Solutions for Hospitality

Consumers and business travelers are exploiting the benefits of wireless business solutions and require wireless, high-speed, Internet access. Their demand these wireless business applications even during their travel and during accommodation. The hospitality industry is striving to meet these customer demands. Hospitality management is also looking for ways to maximize occupancy, increase customer satisfaction/loyalty, and build on the overall customer experience.

Pronto offers end-to-end, wireless infrastructure solutions tailored for the hospitality market. Pronto solutions offer a customizable, flexible platform that enables hotel IT staffs to quickly and easily modify the service based on daily events, conferences or select promotions. Pronto's solution can also be deployed quickly, taking only hours to install rather than several days or weeks.

Below are just a few of the primary capabilities enabled by Pronto's solution for hospitality:

- **Brandable and Easily Modified Splash Page:** Pronto's platform allows for the initial splash page to branded by the establishment, both at the franchise and location levels. Pronto also supports walled garden sites, or unauthenticated free access to a select number of websites, such as the hotel's website. The images on the splash page, as well as the walled garden links, can be updated easily and frequently, allowing hospitality IT staffs to modify the user interface for new conferences and events as they happen.

- **Plug-n-Play Installation of WLAN Equipment:** Pronto's auto-provisioning feature allows Pronto Gold Compatible WLAN equipment to be setup quickly, enabling a WLAN network to be deployed within hours, not days. Pronto's solution can also co-exist with current infrastructure, such as leading third party access points.

- **Flexible Service Plans:** Pronto's solution allows hotels to offer price plans by the hour, from check-in to check-out, or by the week, as well as prepaid cards for convention goers (such as 3-day passes). Pricing can also be tailored to a particular area, so that different plans can exist for the lobby, guest rooms and conference areas. Hotels can also choose to offer free Wi-Fi service as an amenity for a fixed monthly rate.

- **Integration with Leading Property Management Systems:** Pronto's solution is integrated with the leading Property Management System, Micros' Fidelio, enabling property owners to add charges for Wi-Fi service to the guest's hotel bill, if desired.

- **Compliant with Hilton Security Standard:** Pronto's solution is compliant with Hilton's High-Speed Internet Access (HSIA) security standard, providing reassurance that the wireless network is safe from hackers or improper use.

- **New Business Services to Generate Revenue:** Pronto's flexible platform enables hospitality establishments to offer new business services, such as wireless printing. Pronto's solution has the capability to charge for these additional services, if desired.

- **Integration with Loyalty Programs:** Pronto's ability to integrate with external systems allows for Wi-Fi access to be tied into an establishment's loyalty/rewards program, enabling guests to use their reward numbers to login or allowing them to earn or redeem points when online.

- **Content Management:** Pronto's content management system allows content to delivered to the splash page quickly and efficiently, enabling hospitality establishments to write, edit and publish updates to the splash page within minutes. This feature is particularly useful for hotels or convention centers hosting several business conferences or events each week, as it
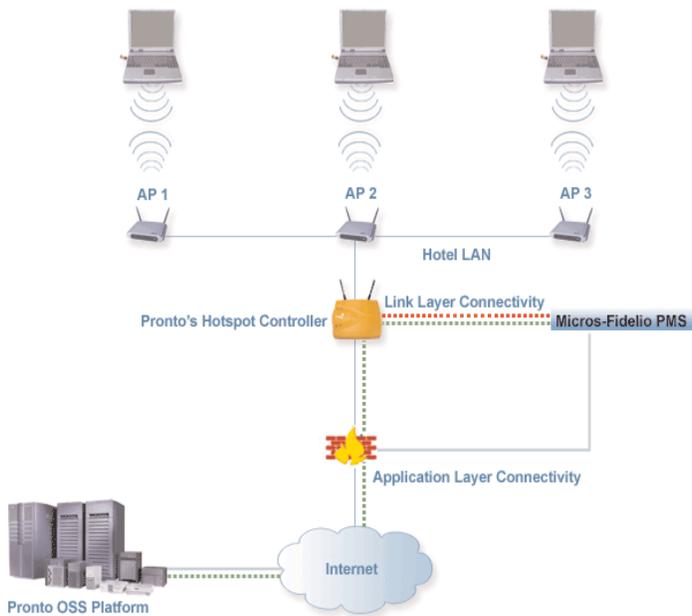
**The interface between Pronto's OSS and Micros-Fidelio's PMS is bi-directional. When the two-way feature is enabled, the Pronto OSS keeps track of the guest check-in and check-out process. It also maintains a local copy of guest information and allows guests to connect to the Internet even if the PMS is unavailable. The Pronto OSS stores the incurred charges and sends them to the PMS when the link is re-established for consolidated billing.**

**In this scenario, the Pronto Hotspot Controller provides authentication and subscriber management at the property. It also acts as a router between the PMS and Pronto's OSS.**

allows them to customize the user experience for each event and potentially charge conference organizers for this value-added service.

- **Ad Management:** Pronto's ad management system enables hotel establishments to create and place targeted ads for guests. Pronto's system tracks the number of impressions as well as percent of click-throughs. This feature can be leveraged to generate additional ad revenue from business partners, such as rental car or travel agencies who may want to pay for advertising on the splash page.

- **Brandable Internet Key for Secure and Easy Wi-Fi Access:** Pronto and Sweet Spot Solutions offer easy-to-use device for gaining secure Wi-Fi access that can be leveraged in both private and public locations, such as corporate offices, hotels and hot zones. The Internet Key device enables users to gain instant and secure access to the Internet by simply plugging the device into the USB port of any Wi-Fi enabled device. Pronto's Operations Support System (OSS) for broadband wireless networks provides the back-end authentication and billing support for the device.

- **Customer Support:** Pronto's managed services offering offers toll-free and online end-user support to hotel guests and employees 24 x 7, allowing employees to focus on their core functions. Technical support for hotel IT staff is also provided 9-5 on weekdays.

With Pronto's solution, all hospitality constituencies win. Guests are provided an easy-to-use, secure service with location-based information ready at their fingertips. Hospitality owners are able to increase occupancy, improve satisfaction and generate additional revenue. Finally, system integrators are provided an end-to-end, turnkey hospitality solution that is easy to install.

**Benefits for Hotel Operators:**

- Assist hotel managers in increasing occupancy rates

- Improve customer / guest loyalty

- Strengthen hotel brand image with customized portal

- Provide Internet keys for easy, secure authentication

- Charge for access on a per room basis, or offer access for free for a flat monthly rate

- Integrate with the leading Property Management System (PMS) for consolidated guest billing

- Generate additional revenue by enabling new business services

**pronto** *networks*