ITEC
QUALITY PEOPLE, SMART TECHNOLOGY SOLUTIONS

Cutting through the noise and doing business smarter for
Hospitality

The hospitality industry needs to reinforce their competitive advantage by re-evaluating changing customer expectations as a result of digital transformation impacting all touch points from physical security to facilitation of leisure bookings.

REQUIREMENTS

EFFECTIVE COMMUNICATION AND SECURITY

The hospitality industry is one of the fastest growing in the world, however it faces key challenges that can be solved in part through the implementation of smart technology solutions.

An influx of competition, especially in the peer to peer (e.g. Airbnb) sphere means hotels in particular need to reinforce their competitive advantage which includes everything from amenities such as 24/7 concierge services from wake up calls to recommendations and facilitation of dinner bookings.

ITEC'S SOLUTION

CUSTOMER SECURITY

Customer safety is a major consideration in the hospitality industry. Surveillance and recording equipment monitor staff and customer movements, simultaneously curbing criminal behaviour such as theft and harassment, and serving as a tool for better customer service.

Access Control:
Itec offers hotels a web-based, multi-location, comprehensive access control and system management, with easy ''one-click'' installation, including:

• Check-in, check-out and reservation for hotel guests
• Creation of master, building, door and other employee cards
• Ability to see the room status, with the matrix design
• Advance payment option
• Room usage report is sent automatically from system

Surveillance:
Itec provides a complete IP surveillance system for hotel security, with round-the-clock protection using industry-leading low-light technology, automated vehicle access control, and automatic event alerts. The system has multiple applications, including:

• Perimeter and intrusion detection
• Discreet, compact cameras to ensure indoor aesthetics and customer comfort
• A central control centre with a video management platform and embedded NVR
• Automated vehicle access with license plate recognition

The benefit is that the hotel management can provide customers with a feeling of freedom with the peace of mind of safety.

HOSPITALITY SOLUTIONS
EFFECTIVE COMMUNICATION & SECURITY

In the hospitality sector, there is a consistent, urgent need for reliable security systems for staff and customers as well as customer communications that enable seamless and helpful communication between host and guest.

a product of

ITEC
MANAGED BUSINESS
SERVICES

CLOUD-BASED DATA SECURITY

As an accommodation provider, hotels store and access critical confidential customer. Information includes financial data and personal identification information. Cyber criminals routinely target this type of data, so those in the hospitality industry need to take both offensive and defensive steps to protect the integrity of this information for regulatory, compliance and reputational reasons.

Itec's cloud data management and retention product solutions, which are GDPR compliant, allow companies to benefit from centralised information management across email, files, and even social media. They provide service-based management of numerous cloud infrastructure and service providers. Cloud-based security offers these benefits:

- A global view of your information, to make informed decisions and reduce risk
- Data protection ensures backup and recovery for any workload, with self-service access to virtual data copies
- GDPR compliant and able to identify vulnerabilities, automate data retention and classification
- Seamless migration and movement to and from the multi-cloud, avoiding lock-in
- Automated, predictable resiliency and monitoring
- Storage optimisation in the cloud does away with expensive hardware, reducing cost and improving performance

COMMUNICATIONS

Good communication is at the heart of every successful hotel. Scalable, secure communications must meet guests' rigorous demands for a personalised, consistent, convenient experience, across all touch points, including social media and other digital channels. Itec's hospitality communication solution is optimised to meet the needs of small economy hotels through to some of the worlds most famous luxury hotels. The integrated solution provides tangible business benefits, such as:

- A positive guest experience, being greeted by name and having their privacy managed
- Integrating guests' devices with the hotel phone system, with one-touch dialling for booking and inquiries, and real-time information about services and attractions
- Increasing staff efficiency and mobility with cordless headsets and wireless phones
- Single-number contact for staff, especially those in facilities management
- A ticketing system that efficiently allocates guest requests to the appropriate staff member
- Central, web-based system management
- Maximising the single IP network for voice, internet and video communications
- Cloud, on-site or hybrid platforms are available, for maximum flexibility

SUSTAINABLE PRINTING

Sustainability remains an important factor, especially within a tourist destination like South Africa where international visitors are tuned in to headline environmental concerns. Laundry, recycling and even which printers are being used within the administration functions of a hotel, can play a role in managing the impact on the environment.

Itec proudly offers Carbon Neutral, an initiative that focuses on auditing and reducing the environmental impact of the equipment we supply to clients, and supplying our clients with a carbon-offset certificate as proof of the exercise.

As a company we recycle office waste and dispose of obsolete equipment in an environmentally friendly manner. Our proactive approach to sustainability drives innovation and inspires employees and shareholders, which in turn helps companies to operate more cost-effectively and efficiently.

EFFICIENT DOCUMENT MANAGEMENT

The ability to quickly and easily find stored documentation is crucial to deliver better customer service and protect business interests for legal and regulatory purposes. Itec offers a document management system that integrates with printers and MFPs to enable the intelligent capturing and managing of an organisation's data. It enables existing mobile devices and multifunction printers to feed all data sources into a central intelligence bank, including integration with ERP and CRM systems, to create a single view of customer and business information that is compliant and safe.

Cloud-based document management solutions are designed to help eliminate the need for physical paper copies. Itec offers a solution where hotel staff can access files remotely and securely from anywhere in the world, including tracking version changes, sharing content, automatically using workflows and storage in one central location.

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| Communications | Security | Cloud | Document Management | Mobility |