

Cutting through the noise and doing business smarter for Hospitality

Core requirements

Security

ACCESS CONTROL, SURVEILLANCE, CLOUD-BASED DATA SECURITY

Communications

PERSONALISED, CONSISTENT, CONVENIENT GUEST EXPERIENCE

Sustainability

CARBON NEUTRAL PROGRAMME, EFFICIENT DOCUMENT MANAGEMENT

Security

BUSINESS REQUIREMENT: ACCESS CONTROL, SURVEILLANCE, CLOUD-BASED DATA SECURITY

Critical Issue

The safety of customers and their critical confidential information is a major consideration in the hospitality industry. Hotels need real-time, centrally managed surveillance and access control systems, and regulated, compliant data that is protected against cyber attacks.

Solution

A web-based, multi-location, comprehensive access control and system management, with easy "one-click" installation, a complete IP surveillance system, cloud data management and retention, and service-based management of numerous cloud infrastructure and service providers.

Result

Surveillance and access control systems curb criminal behaviour such as theft and harassment, and enable better customer service. Centralised information management allows hotels to make informed decisions, reduce risk, identify vulnerabilities, and automate data retention and classification. Cloud storage replaces hardware, reducing cost and improving performance.

Communications

BUSINESS REQUIREMENT: PERSONALISED, CONVENIENT GUEST EXPERIENCE

Critical Issue

Hotel guests have rigorous demands for a personalised, consistent, convenient experience, across all communication touch points. They require privacy, efficient and mobile staff, and an effective service system to address their requests.

Solution

Itec's hospitality communication solution enables a positive guest experience, integrating their devices with the hotel phone system, and a ticketing system that efficiently allocates their requests to the appropriate person. Staff have a single number, cordless headsets and wireless phones.

Result

Scalable, secure communications, mobile and efficient staff, integrated communications and a seamless guest experience from check-in to check-out. Rapid response to guest requests, a central web-based communications management system, IP, cloud-based infrastructure for maximum flexibility.



Sustainability

BUSINESS REQUIREMENT: CARBON NEUTRAL, EFFICIENT DOCUMENT MANAGEMENT

Critical Issues

- Sustainability is critical, especially within a tourist destination like South Africa, where international visitors are tuned in to environmental concerns.
- 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.

Solution

- Carbon Neutral Programme audits and reduces the environmental impact of Itec's equipment, and supplies a carbon-offset certificate.
- Document management system that integrates with printers and MFPs to enable the intelligent capturing and managing of an organisation's data, creating a single view of customer information that is compliant and safe.

Result

- Our proactive approach to sustainability drives innovation and inspires employees and shareholders, which in turn helps companies to operate more cost-effectively and efficiently.
- Quickly and easily find stored documentation and eliminate the need for physical paper copies