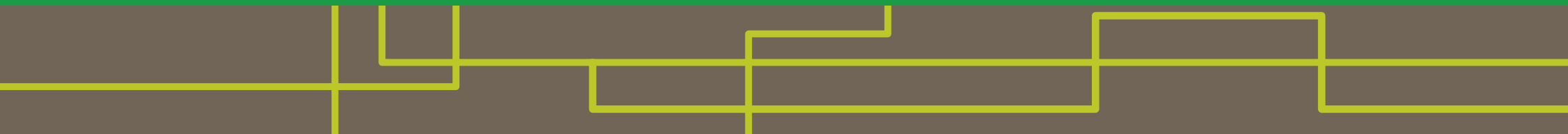


# IOT HOSPITALITY



- Unified Communications
- Document Management
- Security & Business Intelligence



# IOT HOSPITALITY

At Itec, we specialise in delivering exceptional Managed Business Services for the hospitality industry. Today's guests expect personalised, mobile-first experiences, and we believe that technology is key to meeting these expectations.

Our three core product focus areas form the foundation of our expertise and offering, with our other pillars as value-added services.



Our **UNIFIED COMMUNICATIONS** technology integrates with existing CRM & ERP systems, offering mobile-enabled call-centre functionality for guest management and reservations. Our connected guest framework offers an app for guests to book services and amenities, and access customer service.



Our considerable experience with **DOCUMENT MANAGEMENT** offers access-controlled, trackable, and analytics-driven printing for staff and guests. Our digital production printers with finishing capabilities can even generate profit by printing materials for conferences and events.



Our **SECURITY & BUSINESS INTELLIGENCE** solutions go beyond reducing risk and keeping venues safe. They now include AI-enabled and data-driven business intelligence tools such as biometric and ANPR access control for guests and staff, automated people counting, CCTV, and stock management for housekeeping supplies.

- 1 Visitor & **Parking Management**
- 2 Reception & **Welcome Area**
- 3 Hotel Room & **Stock Management**
- 4 Remote Working **Business Centre**
- 5 Back Office & **Control Room**
- 6 Restaurant, **Audiovisual & Casino**



NEXT

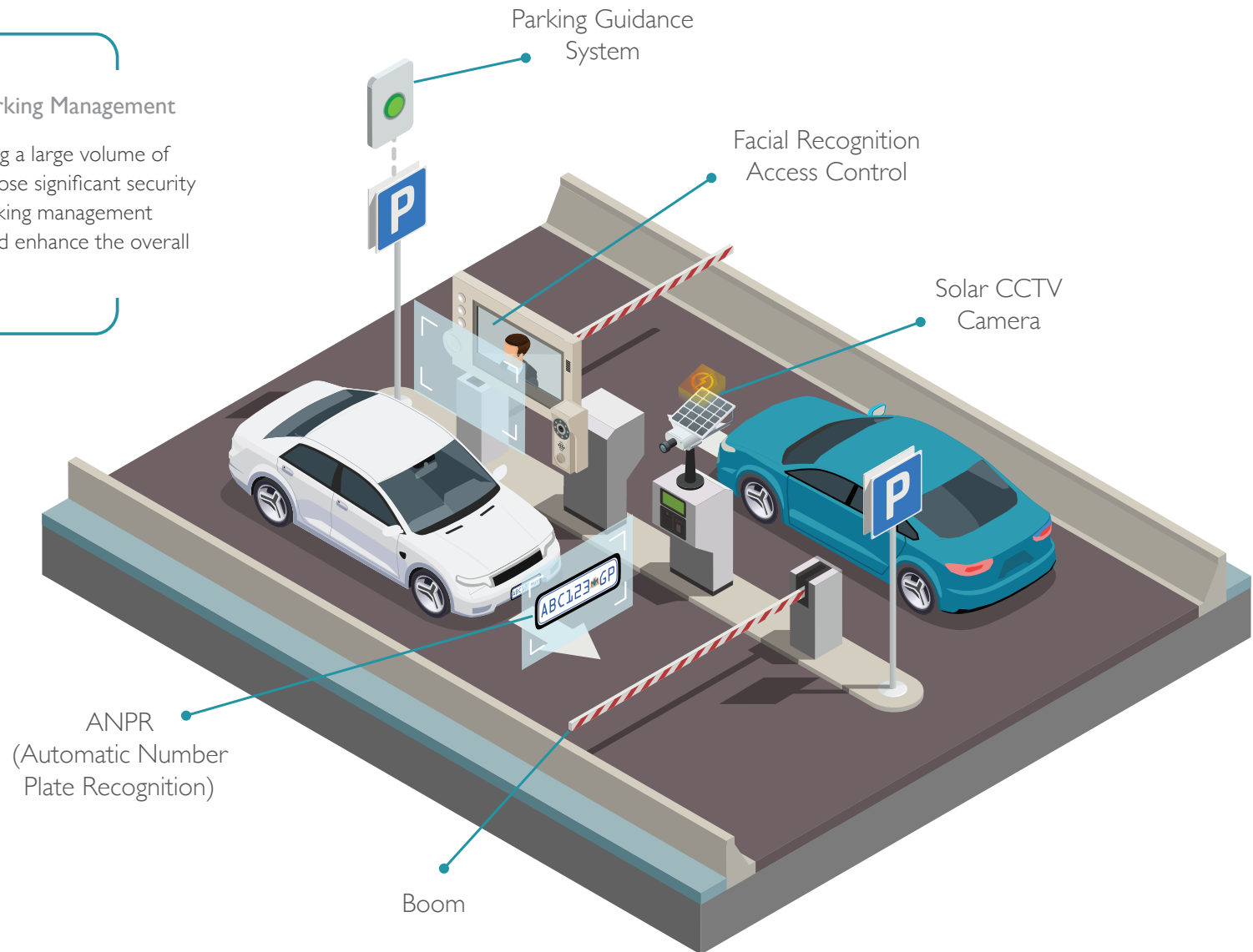
# VISITOR & PARKING MANAGEMENT



## Secure, Automated, Intelligent Access & Parking Management

Hospitality venues face the challenge of managing a large volume of traffic, both incoming and outgoing, which can pose significant security risks. Furthermore, the need for an efficient parking management system to improve safety, reduce congestion, and enhance the overall guest experience is essential.

Customised to the requirements of each venue, even within chains of the same brand, Itec's integrated security solutions facilitate the efficient flow of traffic into and out of hospitality venues. Automated biometric access control and ANPR, booms and solar-powered CCTV cameras are just an example of the visitor and parking management security options available for our customers in the hospitality industry.



- Unified Communications
- Document Management
- Security & Business Intelligence

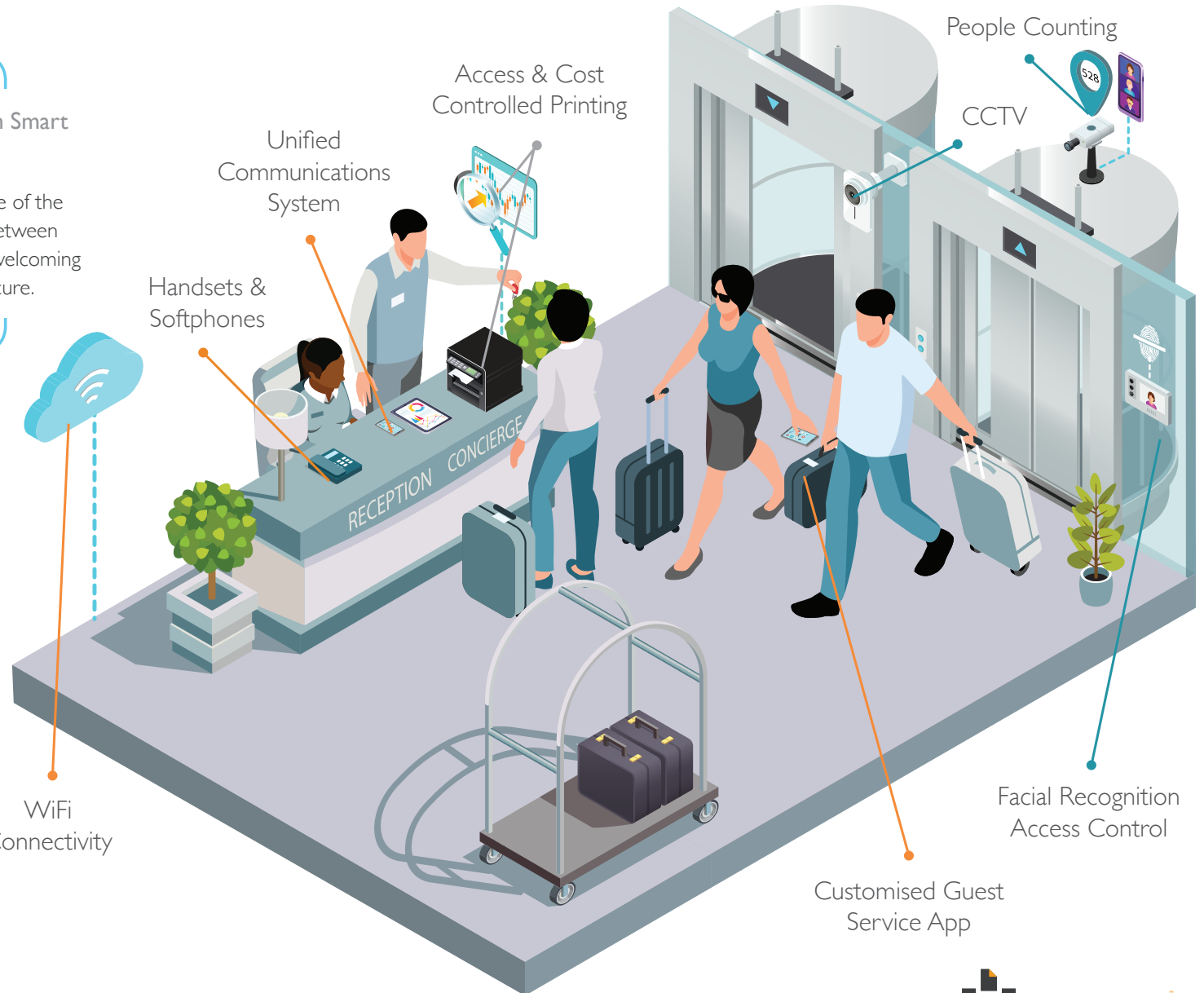
# RECEPTION & WELCOME AREA



## Connected, Access-Controlled Reception With Smart Unified Communications

The welcome area of any hospitality venue is the face of the brand as well as an important point of connection between front-of-house staff and guests. It is vital to create a welcoming and professional environment that is efficient and secure.

A hospitality venue's reception showcases Itec's ability to integrate technologies. The guests' experience is seamless at check-in or out and during their stay, from being able to access free WiFi to having all their queries met. People counting and mitigation of security risks are discreetly managed, along with directing the flow of foot traffic. The unified communications system gives guests access to bookings, amenities and FAQs on an app customised to the venue, while empowering reception staff and the concierge to meet customer needs efficiently with visibility across devices and departments. Access and cost-controlled printing capabilities ensure excellent front-of-house customer engagement.



- Unified Communications
- Document Management
- Security & Business Intelligence

# HOTEL ROOM & STOCK MANAGEMENT



## Internet & voice connectivity in a business-enabled and access-controlled hotel room

Guests expect privacy in their hotel rooms, coupled with easy access to information about the venue and surrounding areas. Free WiFi is now expected, with the option for remote working if required. Housekeeping should be discreet and efficient both for the guest and for its management.

Itec can outfit connected hotel rooms with free WiFi bolstered by network redundancy, phones in both the bedroom and bathroom that allow for backbilling and a workstation that enables remote working, including a print-to-email function where printed pages can be released at reception or the business centre. Our RFID card-readers control access to the rooms for guests, and the service areas for staff who require housekeeping supplies, which can be centrally managed and inventoried via mobile devices. Guests can order room service or log queries via the customised app, or even access a map of the hotel and book any of the available activities.



- Unified Communications
- Document Management
- Security & Business Intelligence



# REMOTE WORKING BUSINESS CENTRE



## Mobile Working With Secure Print & Communications

Guests, residents, and conference attendees require access to a functional co-working space that includes reliable internet connectivity, printing facilities, and meeting rooms.

With our service-led approach to technology solutions, Itec can outfit an integrated business facility with functionality such as biometric access control and CCTV surveillance, secure and encrypted internet connectivity, centrally managed and access-controlled networked multifunctional printers and a range of communications services, from conferencing hardware and phone handsets, to a wireless interactive whiteboard. This technology - and much more - is available with both cloud-based and hybrid infrastructure, and as a fully outsourced, managed service.



- Unified Communications
- Document Management
- Security & Business Intelligence

# BACK OFFICE & CONTROL ROOM



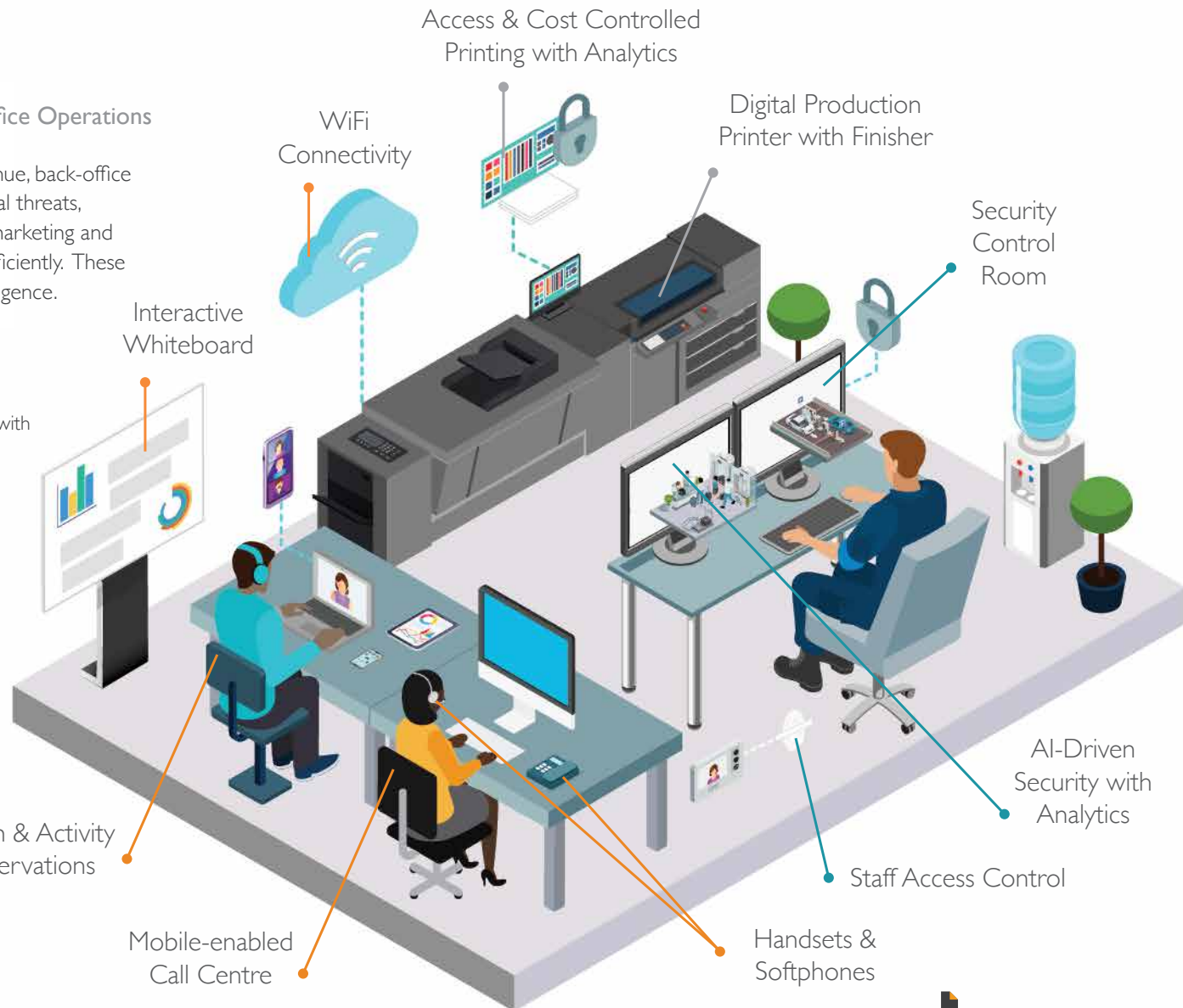
## Access-Controlled Security Control Room & Back-Office Operations

Behind the scenes of the client-facing areas of a hospitality venue, back-office support staff ensure that the premises are secure from physical threats, guests and potential customers are effectively managed, and marketing and communications activities are executed cost-effectively and efficiently. These operations are all backed by analytics that drive business intelligence.

Itec's scalable and customisable security services include a control room with AI-driven smart monitoring and centrally managed CCTV surveillance, people counting, access control, and parking management. Back-office access itself is controlled by biometrics and facial recognition.

Itec's unified communications technology integrates with CRM & ERP systems, offering mobile-enabled call-centre functionality for guest management and reservations, with follow-through across departments. Digital production printers are a potential profit-centre, offering high-quality material printed in-house for customer events.

Analytics tools in all back-office departments drive business intelligence for the hospitality venue or chain.



- Unified Communications
- Document Management
- Security & Business Intelligence

# RESTAURANT, AUDIOVISUAL & CASINO



## Intelligent People Monitoring, Connectivity & Audiovisual Setup

Public leisure areas require discreet crowd management, risk & access control and connected multimedia functionality for entertainment and communication.

A well-planned and integrated technology solution makes it easy for restaurants, casinos, and entertainment venues to implement crowd control using facial recognition and people counting. It also helps mitigate risk by enabling listening-enabled CCTV, and manage access through warning signage.

A seamlessly integrated audiovisual system, consisting of screens, monitors, projectors, and audio equipment is unobtrusive while being a powerful marketing and communications tool.



- Unified Communications
- Document Management
- Security & Business Intelligence



Visit the **IoT Hospitality** page on our website for more information.

[CLICK HERE](#)



## MANAGED BUSINESS SERVICES

