

# Broadband services

The smart internet  
solution for hotels

Quadriga®  
Your trusted partner

## The smart internet solution for hotels

With internet access now considered a utility, flexible connectivity is seen as a 'must-have' for your guests, which means that a robust and trusted internet solution is a 'must-have' for today's hotels. It is now a key factor determining guest satisfaction and loyalty.

Quadriga has been providing broadband solutions to many of the world's leading hotels for 10 years, now available in over 120,000 guest rooms across Europe, providing wired and Wifi solutions over coax and cat 5/6/7 networks.

An established and reputable internet partner, hotels trust Quadriga to provide a fully reliable service 24/7 and to deliver their required guest experience today and into the future.



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### Laptop internet summary

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Available on a stand-alone basis or fully integrated with Quadriga's Sensiq and Genesis.

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For guest rooms, public areas and meeting rooms

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Wired and Wi-Fi (wireless) options

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Seamless roaming between wired and wireless areas

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Multiple payment options

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Multiple guest pricing options by time and bandwidth speed

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Meeting room service

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### Tiered bandwidth services

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In response to the growing challenge presented by guests for more bandwidth, Tiered Bandwidth Services allows hotels to offer differentiated internet access based on different bandwidth speeds and time.

Whilst guests can purchase the amount of bandwidth they require, hotels can choose to control the amount of available bandwidth, giving a fairer service for everyone. Additionally hotels can optimise the marketing opportunity and provide different levels of bandwidth at different prices.

- Hotels can choose a number of time and bandwidth combinations from 24 different options
- The Tiered Services offer can vary throughout the hotel, so guest rooms receive one service combination whilst the public areas receive a different offer
- Hotels can describe different levels of internet service by choosing from a range of pre-defined descriptions



## Guest benefits

### Anywhere internet access

Laptop Internet provides access to the internet in guest rooms, public areas, meeting rooms and outdoors.

### Roaming in the hotel

Guests can roam seamlessly throughout the hotel passing between wired or wireless locations and gaining internet connection without having to repurchase.

### Easy to use

Laptop Internet provides a simple plug and play service which means that guests are automatically presented with the payment page once connected to the internet and no manual intervention is required.

### Easy payment options

Laptop Internet provides a range of payment options:

- 1. Room bill—In-room payment** - internet charges are automatically added to the room bill—**or—out of room payment**—checked-in guests using internet access in a public area or meeting room can charge directly to their room bill using their first/last name and room number as authentication.
- 2. Access codes**—available for guests and visitors from reception.
- 3. Credit card payment**—for Visa, Mastercard and Maestro.

### Multi-lingual

Laptop Internet supports 20 languages enabling guests to quickly and easily select their preferred language option.

### 24/7 guest helpline

A dedicated guest helpline is available 24/7 in English and during peak hours in other languages.

### Special offer

Guests can purchase both internet and paid-for services available via the TV at a single preferential price, ensuring outstanding value for money.



## Hotel benefits

### Cost effective single solution

Quadriga's Laptop Internet service can be combined with paid-for services available via the TV and delivered over a single cat 5/6 or coax network. This means that there is no need for additional cabling to the guest room resulting in greater efficiency and significant cost savings for hotels.

### Varied Internet services throughout the hotel

Laptop Internet provides great flexibility for hotels enabling price, time and bandwidth combinations to be charged in different parts of the hotel.

### Flexible access codes

Access codes can be provided for a wide range of time and bandwidth options and can also be set for users to have single, one time use or multiple use.

Hotel staff are able to display or print access codes individually as required or create a group in advance.

### Meeting room service

a)—simply extend the public area internet service to meeting rooms so users in either location receive the same experience – or

b)—create extra revenue opportunities by differentiating the meeting room service with a wider range of access codes, including multi day options and different levels of bandwidth.

### Easy to use tools & reporting for Hotel Staff

Hotel internet access is controlled via the Hotel Management Portal.

Secure web-based administration screens enable Front Office Staff to undertake a range of activities which do not require IT support:

- generate and print access codes
- view connected laptops
- disconnect laptops if required
- view on-line reports showing access code history

### Tailored Internet landing page

**Tailored internet access**—Hotels can customise the 'look and feel' of the guest's laptop access (payment page) to reflect their brand. Also by using the free sites option, hotels can select a number of hotel related websites which guests can access free of charge, without requiring prior registration for the Internet service.

**Pre-portal push**—hotels can present a selected website the moment the guest opens their internet browser. The guest can navigate freely within this website and is only presented with the internet purchase page when they try to enter a new website address.

**Portal push**—after making a payment to access the internet, the guest is automatically directed to a hotel selected webpage. It is possible to display different web pages in different parts of the hotel.

**Re-forced portal push**—hotels can re-present a selected hotel web page when guests either reconnect to the service or resume use of the internet after a pre-defined period of inactivity.

### Security

Laptop Internet users are secure on an isolated network within the hotel, which means that their laptops cannot see or exchange information with other devices or users within the hotel. Additionally they are protected from malicious attacks from the internet, outside the hotel through an "Enterprise Class" firewall.

### Shared network services

Hotels can share the coax or cat 5/6 network used for delivering Quadriga guest and hotel services, with other hotel services, eg payment authorisation. Further details available on request.

### Spam control

A maximum number of emails per guest session can be set at installation to protect the hotel network from spam emails.

Note: ISPs can disconnect an internet line if there are too many outbound emails as this connection could be used for spamming.



## Industry and technical expertise

Quadriga is partnered with leading Internet provider SolutionInc to deliver a comprehensive and proven Laptop Internet service which:

- provides a plug and play solution, requiring no reconfiguration
- supports VPNs
- automatically detects any user applications which may require a proxy server.

SolutionInc is a worldwide player providing internet services to some of the largest and most prestigious hotel properties in North America and the Far East.



Additionally, Quadriga's Network Engineering team provides specialist and critical knowledge of a hotel's coax and cat 5/6 networks and work closely with customers to ensure network performance is optimised.