

Hospitality Solutions

Leverage today's leading communications and infrastructure technologies to deliver five-star guest experiences.



# Hospitality Solutions



## Comprehensive Solutions—Tailored to You

Black Box Hospitality Solutions delivers comprehensive products and applications to help your organization run more efficiently and ensure that your technology infrastructure will meet your needs and enhance your guests' experiences. From unified communications and collaboration to data infrastructure and the latest in digital signage, no other provider understands the hospitality industry better or delivers more comprehensive solutions.

Welcome to Black Box Hospitality Solutions. Enjoy your stay.

## Communications Solutions

For nearly 35 years, Black Box Network Services has been delivering innovative, reliable communications solutions to the hospitality industry. With the broadest portfolio of manufacturer partners and proven experience implementing leading voice communications solutions, Black Box can design, implement, and maintain a voice communications system that will meet your needs today and prepare you for the future. Our communications solutions include:

- Analog, digital, and voice over IP
- Unified communications for your back office
- Wireless mobility for your staff
- Voice messaging with wakeup call notification
- Speech-enabled IVR
- Contact center applications to centralize and reduce costs
- Wireless wide area network (WAN) Internet
- Aged infrastructure utilization for CAT3 cable
- Digital signage for updating information and advertising
- IPTV
- Cellular signal enhancement
- Hosted, above property, multiproperty networked solutions

## For Your Staff

How well your staff can respond to guests' needs can directly impact your guest experience. Make sure your staff members have access to the information they need, when they need it.

Innovative solutions like unified communications and collaboration, and mobility can help your staff members efficiently manage their daily tasks and messages including voice mail, fax, and e-mail so that they have more time to deliver a high-quality customer experience. The Black Box hospitality team has years of experience designing and implementing state-of-the-art contact centers. By leveraging the world's top manufacturers' technologies, our hospitality specialists will design a contact center environment that will

help your staff improve customer communications and respond to customer service needs with greater value while lowering your costs.

## For Your Guests

Your guests, current and future, are the most important people to your organization. Leverage today's technology to help ensure you are delivering the kind of experience your guests expect.

- Wireless WAN connectivity gives your guests high-speed Internet access from anywhere on your property.
- In-room phone, messaging, and access to guest services deliver efficient service and enhance customer experiences.
- Speech-enabled interactive voice response (IVR) technology easily directs calls through speech recognition so that your current and future guests reach the service staff members they need, when they need them.

## Service & Support

Black Box understands that hotel and resort guests expect a total experience, and that anything that detracts from that experience risks the property's profitability and the brand's reputation. Black Box can manage phone and data systems for single resort sites or for large multinational chains with the same commitment to service quality that has made us the leader in the industry.

Black Box's centralized support resources and field service personnel average more than 14 years of experience. We offer full maintenance and network management capabilities through our Network Operations Center and Technical Assistance Center, as well as long- and short-term staffing capabilities. This level of expertise and experience means troubles are identified and resolved quickly, saving you time and money.

With the largest footprint in the industry, Black Box can serve you whether you have a single resort site or a global chain. Black Box maintains 195 offices, which serve 141 countries. We provide the following maintenance services to a broad range of current hospitality customers nationwide:

- Certified on-site technicians
- 24 hours per day / 7 days per week / 365 days per year support
- 24-hour monitoring
- Help Desk support, dispatch, and engineering
- 2-hour Emergency Response Guarantee
- Free preventative maintenance services
- Installation and full warranty on upgrades



## Data Infrastructure

Black Box is a global leader in data infrastructure. From traditional structured cabling to the latest in wireless, point-to-point access, Black Box has experience building and delivering it all. We deliver start-to-finish services for new installations and system upgrades for one site or thousands of sites. Capabilities include:

- Structured cabling
- Data centers
- Data networking
- Wired networks
- Wireless networks
- Hybrid wired/wireless data networks
- CATV and video systems
- Digital signage

## Cabling

Whether you're building a new property or need to upgrade your existing infrastructure, Black Box is the only provider you need for your cabling projects. All your properties will receive high-quality design, consistent workmanship, and proven equipment. We deliver:

- Comprehensive solutions for all infrastructure types—CAT5e, CAT6, CAT6a, CAT7, fiber optic, and wireless networks
- Our own guaranteed-for-life, Black Box® GigaTrue® CAT6 and GigaBase® CAT5e solutions
- Outside plant capabilities for buried and aerial cable networks, CATV, and video systems
- Certification Plus, which means that your system is absolutely guaranteed to operate the application it was designed to support—for life.
- Worry-free, multisite property management across the country or around the world



## Digital Signage

Digital signage keeps your guests informed of events, amenities, or important guest-related messages. With dynamic video capabilities and easy-to-use implementation and management, Black Box digital signage solutions are a cost-effective way to add value to your guest experience.



## Room Content

The guest's room contributes the most towards their opinion of your hotel. As such it should completely differentiate your hotel from others. Black Box can help you create a memorable, comfortable, and highly personal experience your guests will want to enjoy again on future trips, including:

- IP television
- IP touch phone
- In-room controls
- Wall-mounted LCD
- Media smart dock

## Alcatel-Lucent Triple-Play Services over Existing Copper

In a new hotel, it is relatively easy and inexpensive to ensure advanced services can be delivered to each guest room through a robust infrastructure. The challenge for many in the industry is to provide the same experience to guests who stay in older facilities with aging infrastructure. The cost of rewiring along with the loss of revenue while the rooms are out of service could exceed the benefit of offering the desired advanced services. The Alcatel-Lucent Triple-Play Services over Existing Copper solution, which addresses end-to-end voice, HSIA, video, and IPTV services, can be a very attractive alternative to copper replacement. Recent advancements in DSL technology have allowed for the delivery of highly competitive high-speed video and Internet/data services without the need to replace existing telephone wires.

The Alcatel-Lucent Triple-Play Services over Existing Copper solution enables hotels to leverage proven DSL technology to offer voice, high-speed Internet, and video services within a hotel environment, eliminating the need to upgrade existing in-building Category 3 or twisted-pair wiring.

## Get Started

Contact us today to find out how you can improve your hotel's communications infrastructure and support a range of guest-centric communications and entertainment services that will improve the guest experience and create new revenue opportunities with a significantly lower capital investment.

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## Our Partners

Black Box maintains relationships with the world's top voice, data, and infrastructure manufacturers, including:



## Your Black Box Customer Experience

The cornerstone of Black Box Network Services is superior customer and technical support. Our Network Operations Centers throughout North America offer 24/7 support with trained technicians to resolve your issues. You must deliver around-the-clock service to your customers so we deliver around-the-clock service to you.

Our uncompromising support includes:

- Network Operations Center locations monitoring throughout North America
- Varied contract options to meet your needs
- Customized support based on each of your location's requirements
- Proactive communication about your project and account

Black Box is focused on you.

## About Black Box Network Services

Black Box is the world's largest technical services company dedicated to designing, building, and maintaining today's complicated data and voice infrastructure systems. Black Box services more than 175,000 clients in 141 countries with 195 offices throughout the world. To learn more, visit the Black Box Web site at [www.blackbox.com](http://www.blackbox.com).

## To Learn More

To learn more about Black Box Hospitality Solutions, talk to one of our Hospitality Specialists at 888-726-8835 or e-mail [linda.brown@blackbox.com](mailto:linda.brown@blackbox.com).