

BROCHURE

AN ELITE SUITE OF HOSPITALITY SOLUTIONS

Comprehensive IT solutions to improve the guest experience across every hotel category.

Spectrum 
ENTERPRISE[®]

Economy

At your economy hotel, you offer guests simple accommodations for a good night's sleep at a reasonable price. That doesn't mean you can afford to skimp on services like communications, entertainment and WiFi.

In order to offer the most satisfying guest experience, you need a technology provider that delivers powerful networking, secure connectivity, effective communications and immersive viewing options, while simplifying your day-to-day operations.



Economy

Seamless internet connectivity that's reliable, just like your hotel.

Your guests need a high-speed, dependable internet connection and your staff needs reliable performance. [Dedicated Fiber Internet](#) offers connectivity with performance and support you can count on.

Get scalable, dedicated internet access with a 100% uptime service-level agreement (SLA) guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Let's talk about better communications and collaboration.

Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like wake-up calls.

Add-on service:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

The all-in-one network solution you need.

Delivered over the Cisco Meraki platform, [Managed Network Edge \(MNE\) for Hospitality](#) is one of the most powerful networking tools for your hotel. Purpose-built by hospitality IT experts, it includes security and routing, local network switching, network management and WiFi with signal encryption to enhance security for both guests and staff.

It's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. You can easily control your entire network from a cloud-based portal that gives you insight into overall performance, helps to enhance guest stays and reduces operational costs.

Combine [MNE for Hospitality](#) with [Secure Access with Cisco Duo](#) and [Cloud Security with Cisco+ Secure Connect](#), our powerful, cloud-based security solutions to help further protect your property against cyber threats no matter where your staff or content are located, even in the cloud. Easily round out your security solution with our physical security solutions, including smart cameras and environmental sensors, to monitor and maintain a safely functioning operation.

Upgrade your TV for an immersive viewing experience.

[Fiber Connect Plus TV](#) keeps your guests entertained by providing a reliable and extensive HDTV experience with access to over 200 live TV, news, sports and international channels.

[Set Back Box TV](#) delights guests with a homelike viewing experience with over 200 live TV channels they can pause, rewind and fast forward, an on-demand library and an interactive programming guide. Set Back Box TV can help you promote your property by including your logo within the channel guide and sharing site-specific content with channel insertion.

Add-on service:

[TV Streaming Access](#) delivers live and on-demand video streaming content to personal devices anywhere on your property.

Extended stay

Your guests feel that your extended stay hotel with large rooms or suites and kitchenettes, is their “home away from home”. However, they demand WiFi, communications and entertainment services that meet or even exceed what they have in their homes — no matter if they are at the restaurant, the bar, at an event in the hotel, or at the fitness or business center.

When guests are checking in for a longer stay, comfort and convenience is of the utmost importance. So, to offer the best long-term guest experience, you need a technology provider that delivers powerful networking, secure connectivity, effective communications, immersive viewing options and streamlined hotel management solutions.



Extended Stay

Connect with your guests even better.

Longer stays deserve seamless connectivity and powerful WiFi. Your guests need a high-speed, dependable internet connection and your staff needs reliable performance, so they can work more efficiently. [Dedicated Fiber Internet](#) offers connectivity with performance and support you can count on. Get scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Communications and collaboration for a better stay, no matter how long.

Extended stays give you plenty of time to get to know your guests and how to better connect with them. Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems – all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like wake-up calls.

Add-on service:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

When it comes to networking, the key is a turn-key solution.

Delivered over the Cisco Meraki platform, [Managed Network Edge \(MNE\) for Hospitality](#) is one of the most powerful networking tools for your hotel. Purpose-built by hospitality IT experts, it includes security and routing, local network switching, network management and WiFi with signal encryption to enhance security for both guests and staff.

It's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. You can easily control your entire network from a cloud-based portal that gives you insight into overall performance, helps to enhance guest stays and reduces operational costs.

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Immersive viewing that makes guests happy to stay a while.

When it comes to immersive viewing, your guests expect options that are as good or even better than what they experience from their own couch. [Fiber Connect Plus TV](#) keeps your guests entertained by providing a reliable and extensive HDTV experience with access to over 200 live TV, news, sports and international channels.

[Set Back Box TV](#) delights guests with a homelike viewing experience with over 200 live TV channels they can pause, rewind and fast forward, an on-demand library and an interactive programming guide. Set Back Box TV can help you promote your property by including your logo within the channel guide and sharing site-specific content with channel insertion.

Add-on services:

[TV Streaming Access](#) delivers live and on-demand video streaming content to personal devices anywhere on your property.

[Moviebeam](#) pairs [Fiber Connect Plus TV](#) with casting capabilities, streaming applications, on-demand movies, branded welcome screens and guest services.

Midscale

Your midscale hotel is the perfect choice for the price sensitive guest who is still looking for amenities — like stylish, comfortable rooms with grab-and-go breakfast, a market pantry, business center services and perhaps even a fitness center. You know exactly what they want — not too fancy, just right.

But in order to offer the perfect guest experience, you need a technology provider that delivers powerful networking, secure connectivity, effective communications and immersive viewing options. With Spectrum Enterprise, you can provide the best service to your guests, without complicating your operations.



Midscale

Your guests deserve reliable, seamless internet connectivity.

Whether they are business or leisure travelers, guests at your midscale hotel need a high-speed, dependable internet connection and your staff needs reliable performance. [Dedicated Fiber Internet](#) offers connectivity with performance and support you can count on.

Get scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Customer service is all about communications and collaboration.

Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like wake-up calls.

Add-on service:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

The network solution that's the perfect fit.

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It's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. You can easily control your entire network from a cloud-based portal that gives you insight into overall performance, helps to enhance guest stays and reduces operational costs.

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The immersive viewing experience means more choices.

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Upper midscale

At your upper midscale hotel, you specialize in effortless service and consistency. Your guests enjoy a variety of basic, on-property amenities that may include free breakfast, a fitness center, a signature restaurant with a bar, a function space, a business center, sundries shop and perhaps even a spa.

In order to ensure a flawless experience that meets your guests' expectations, you need a technology provider that delivers powerful networking, secure connectivity, effective communications and immersive viewing options. You can trust Spectrum Enterprise to partner with you to offer the best guest services, while simplifying your operations.



Upper midscale

Connecting with guests on a whole new level.

Guests come to your hotel because you maintain a certain standard of service. Throughout their stay, they need a high-speed, dependable internet connection and your staff needs reliable performance.

[Dedicated Fiber Internet](#) offers connectivity with performance and support you can count on.

Get scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Communications and collaboration for a better stay.

Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like wake-up calls.

Add-on services:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

Give every visitor a personalized touch with [Guest Experience Design Studio](#) to deliver personalization based on factors such as loyalty tier and group affiliation, helping to keep guests informed and promote amenities while driving efficiency.

The network that keeps your hotel running smoothly.

Delivered over the Cisco Meraki platform, [Managed Network Edge \(MNE\) for Hospitality](#) is one of the most powerful networking tools for your hotel. Purpose-built by hospitality IT experts, it includes security and routing, local network switching, network management and WiFi with signal encryption to enhance security for both guests and staff.

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Invite your guests to an immersive viewing experience.

[Fiber Connect Plus TV](#) keeps your guests entertained by providing a reliable and extensive HDTV experience with access to over 200 live TV, news, sports and international channels.

Add-on services:

[TV Streaming Access](#) delivers live and on-demand video streaming content to personal devices anywhere on your property.

[Moviebeam](#) pairs [Fiber Connect Plus TV](#) with casting capabilities, streaming applications, on-demand movies, branded welcome screens and guest services.

Upscale

You offer guests at your upscale hotel, on-property amenities that delight, a friendly knowledgeable staff and classic decor. Throughout their stay, your guests can enjoy well-appointed rooms, fine dining in your on-property bar and restaurant, events in your function space, workout sessions at the fitness center, business center services, a visit to the day spa, concierge services, room service and a dip in the pool.

Upscale hotels promise a certain level of hospitality — exceptional amenities that exceed guest expectations. To deliver, you need a technology provider that offers powerful networking, secure connectivity, effective communications and immersive viewing options. Spectrum Enterprise caters to your upscale clientele, so you can delight your guests time and again.



Upscale

Effortless service requires seamless internet connectivity.

Your guests deserve nothing less than the very best. In fact, they expect a high-speed, dependable internet connection. That's a given. [Dedicated Fiber Internet](#) offers your guests and staff connectivity with performance and support they can rely on.

Get scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

One integrated system. Improved communications and collaboration.

Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like restaurant recommendations.

Add-on services:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

Give every visitor a personalized touch with [Guest Experience Design Studio](#) to deliver personalization based on factors such as loyalty tier and group affiliation, helping to keep guests informed and promote amenities while driving efficiency.

Enhance guest experience with a better network.

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It's the all-in-one, simple, turnkey, end-to-end managed solution you need to keep your hotel running smoothly. You can easily control your entire network from a cloud-based portal that gives you insight into overall performance, helps to enhance guest stays and reduces operational costs.

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Immersive viewing for the ultimate escape.

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Add-on services:

[TV Streaming Access](#) delivers live and on-demand video streaming content to personal devices anywhere on your property.

[Moviebeam](#) pairs [Fiber Connect Plus TV](#) with casting capabilities, streaming applications, on-demand movies, branded welcome screens and guest services.

Upper Upscale

For your upper upscale hotel, it's all about delivering unique experiences with stellar service. You offer guests a variety of amenities including signature restaurants, a cozy bar, room service, function spaces, a day spa, fitness center and a comprehensive business center or meeting space. Your property may have multiple pools with hot tubs, bellhops, valet parking, house car services, retail shops and an array of special suites. But most importantly, your hotel offers guests the feeling of confidence, convenience and familiarity that keeps them coming back again and again.

So, when it comes to providing an unparalleled guest experience, you need a technology partner that delivers powerful networking, secure connectivity, effective communications and immersive viewing options, while simplifying your day-to-day operations.



Upper Upscale

Exceed expectations with seamless internet connectivity.

Your guests need a high-speed, dependable internet connection and your staff needs reliable performance. In fact, [Dedicated Fiber Internet](#) offers scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Communications and collaboration for a better stay.

Hospitality and swift response go hand-in-hand. You must react to daily challenges that present themselves, while always appearing elegant and gracious. That's why we'll tailor a solution for the unique needs of your hotel.

[Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like restaurant recommendations.

Add-on services:

[Hosted Call Center](#) offers a cloud-based, cost-effective solution that effortlessly handles a myriad of guest interactions, including sales inquiries, service calls, billing, help desk requests and more.

Give every visitor a personalized touch with [Guest Experience Design Studio](#) to deliver personalization based on factors such as loyalty tier and group affiliation, helping to keep guests informed and promote amenities while driving efficiency.

It's simply about the network.

Delivered over the Cisco Meraki platform, [Managed Network Edge \(MNE\) for Hospitality](#) is one of the most powerful networking tools for your hotel. Purpose-built by hospitality IT experts, it includes security and routing, local network switching, network management and WiFi with signal encryption to enhance security for both guests and staff.

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Offer your guests a top shelf viewing experience.

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Add-on services:

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[Moviebeam](#) pairs [Fiber Connect Plus TV](#) with casting capabilities, streaming applications, on-demand movies, branded welcome screens and guest services.

Luxury

At your luxury hotel, guests are looking for a memorable experience from the moment they enter your lobby. Attention to detail is what sets your hotel apart. Details like more comfortable beds with extra pillows and the finest linens, a variety of restaurants to choose from and additional lavish amenities. Most likely you offer your guests upscale event spaces, high-end day spas, fitness centers often with instructors or classes, a comprehensive business center, specialty retail shops, valet parking and an impressive technology offering for mobile check-ins and app-based customer service.

The best of the best, that's what the luxury hotel guest demands. With Spectrum Enterprise by your side, you can surpass their expectations. As your technology partner, we will deliver powerful networking, secure connectivity, effective communications and immersive viewing options, so you can fulfill your guests' every request with ease.



Luxury

Distinguished travelers know all about access.

There is a certain expectation that comes when guests book luxury accommodations. Not the least of which is a high-speed, dependable internet connection. To serve your clientele better, your staff needs reliable connectivity with performance they can count on.

[Dedicated Fiber Internet](#) offers scalable, dedicated internet access with a 100% uptime SLA guarantee, symmetrical upload and download speeds, connectivity up to 100 Gbps and proactive monitoring to ensure the best experience.

With [Managed WiFi](#) you can easily meet your guests' demand for a reliable internet connection and provide them with coverage across your entire property. Our dedicated team will design, install and manage this service for you with ongoing 100%, 24/7/365 U.S.-based support.

Exceptional communications is no longer a luxury.

Built for the unique needs of hotels, [Unified Communications for Hospitality](#) encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. Flexible and secure integration with your current PMS and CRM helps improve revenue growth, ensure guest loyalty and personalize experiences, like restaurant recommendations.

Add-on services:

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Give every visitor a personalized touch with [Guest Experience Design Studio](#) to deliver personalization based on factors such as loyalty tier and group affiliation, helping to keep guests informed and promote amenities while driving efficiency.

The premium network guests expect, with security built right in.

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Guests will delight in an immersive viewing experience.

[Fiber Connect Plus TV](#) keeps your guests entertained by providing a reliable and extensive HDTV experience with access to over 200 live TV, news, sports and international channels.

Add-on services:

[TV Streaming Access](#) delivers live and on-demand video streaming content to personal devices anywhere on your property.

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We are at your service
so you can better serve
your guests.

Visit our website enterprise.spectrum.com/hospitality or call 1-844-926-4120 to learn more about our full suite of IT services for hospitality.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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ENTERPRISE®