

**HIGH SPEED INTERNET ACCESS**

*Dedicated 24/7 Guest Support*



**ADVANCED HOSPITALITY  
TECHNOLOGIES**

**Serve your guest ...  
With the reason to return**



*ADVHTECH does believe that we could bring value to hotels in reducing the cost of client support and increase overall guest satisfaction. Advanced Hospitality Technologies have the most robust online reporting structure, where you can also monitor all calls, AHT(Average Handling Time) and result of the calls.*

**Call Us: 510.900.5990**

**Microsoft<sup>®</sup>**  
**GOLD CERTIFIED**

*Partner*

39120 Argonaut Way Suite 400, Fremont, CA 94538

# HIGH SPEED INTERNET ACCESS

## VALUE FOR THE HOTELS:

For over many years, Advanced Hospitality Technologies has provided valuable guest Internet support and system management to the best known hotels in the industry. We provide immediate response in event of any disaster and let you to focus on hotel management and leave the HSIA management for us. ADVHTECH has a support benchmark for following the ICMI standards. We do not only focus on solely addressing guest satisfaction, but we also ensure that the hotel's High Speed Internet Access is compliant with its own flagship and hotel chain standards.

## HSIA SUPPORT PACKAGE INCLUDES:

- Guest Support Tickets With no time limitation
- 24x7 Live Supports from Certified Engineers(CCNA / MCSE)
- 24x7 Monitoring of Equipment and Bandwidth
- Equipment Firm Ware/version/pattern Upgrade
- 24x7 Scheduling Meeting Rooms
- Online Live reports of call
- Online Bandwidth Monitor
- Detailed Monthly Report
- 24x7 Disaster Recovery (Remote/On site)

## SUPPORTED GATEWAYS



## BRAND EXPERIENCE

### Starwood Hotels



### Hyatt Hotels



### Hilton Hotels



### Marriott Hotels



### Choice Hotels



### Carlson Hotels



### Best western Hotels



### Wyndham Hotels



### LaQuinta Hotels

