

HOTEL ™

My Smart Net
The Smartest Internet in Town!



TECPOINT
GLOBAL SOLUTIONS
EMPOWERING LIVES

HOTEL WiFi FEATURES



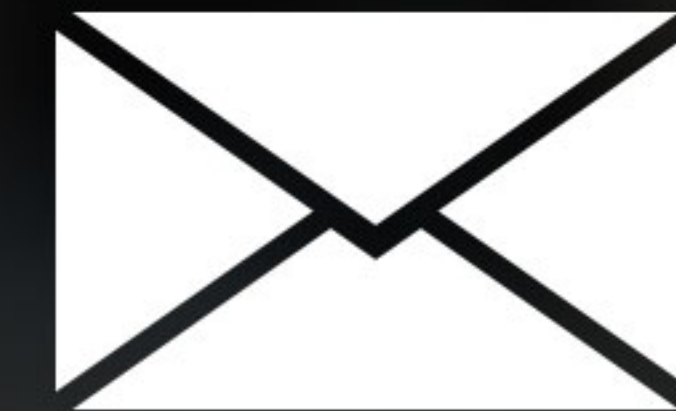
INTERNET CONTROL

The control of bandwidth, time, data transfer, and a number of devices that a guest can connect to WiFi network with an automated repeated login



WiFi LOCATIONS

WiFi access points may have different login methods in the hotel rooms, restaurant or spa, with optional data collecting, video commercials or high-speed billing



EMAIL CAMPAIGNS

Sending promotional email marketing campaigns automatically when a guest check in or check out, for the purpose of improving guest satisfaction and increasing revenues



PMS INTEGRATION

The integration with the Hotel PMS system enables your guest to connect to WiFi with a room number and a name, and to optionally add charges to the room



VIDEO COMMERCIALS

The system can deliver video commercials before a guest connects to WiFi. Each campaign includes the click-through rates stats, with a PDF report available



SOCIAL WiFi

Your guest login via social network account is a quick and simple way to collect emails and your guests and visitors names, and therefore to use those data for purposes of marketing campaigns



SURVEYS

Surveys are a powerful tool to gather rates, opinions and comments of your guests, which can consequently be used for marketing purposes and the improvement of the quality of your services



STATISTICS

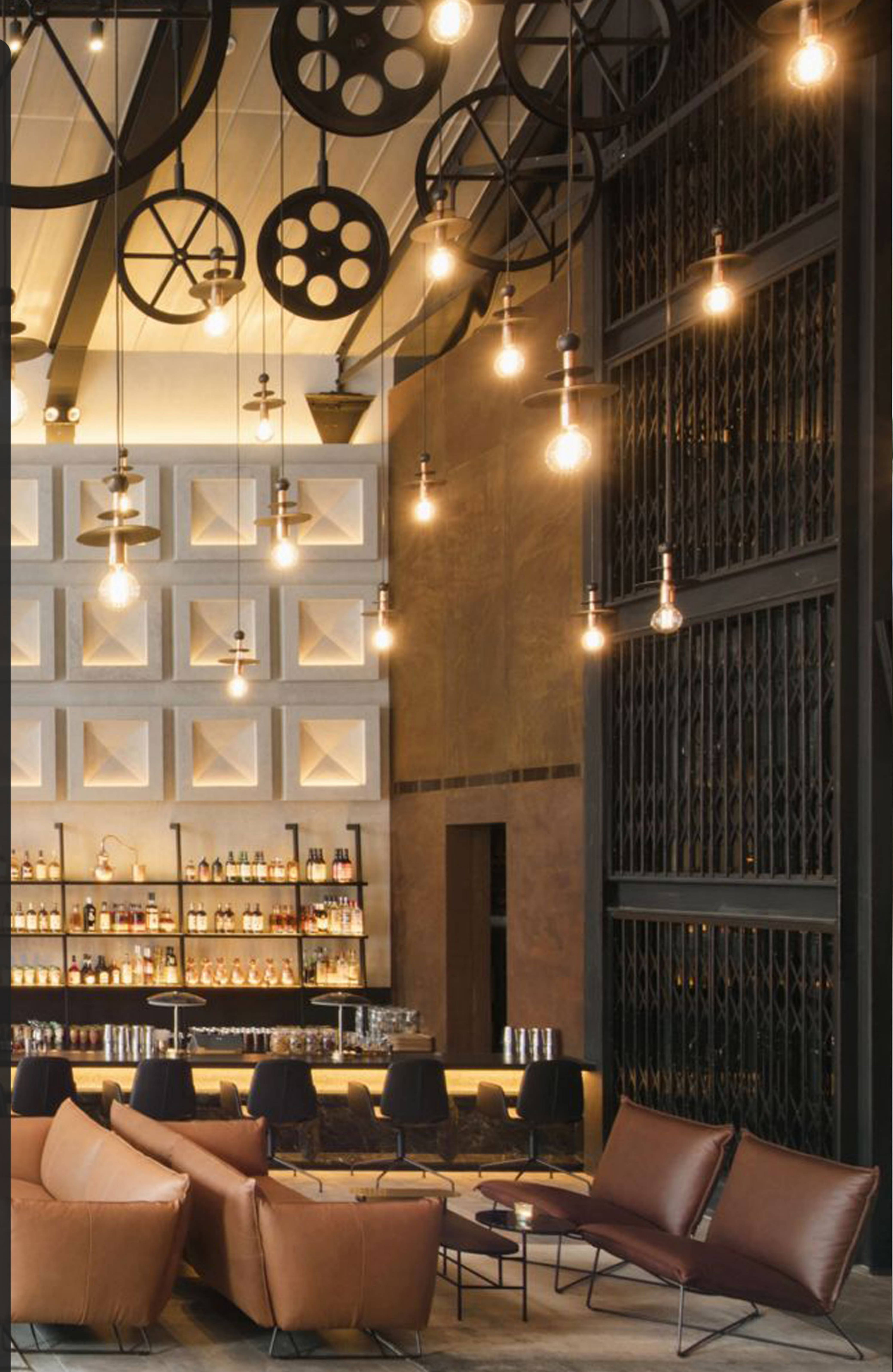
Ranging from basic data to advanced analytics, the system offers you both reports and a complete insight into how WiFi network functions and the behaviour of your guests on the Internet

IDEAL SOLUTION FOR YOUR HOTEL

A quick and reliable WiFi network throughout the hotel nowadays is one of the most significant amenities when choosing the most suitable hotel. Excellent WiFi contributes to greater guest satisfaction and loyalty.

My Smart Net system provides you with both advanced WiFi network control and a reliable connection with all the guests. It enables you to deliver video commercials and automatically sends special offers at defined time intervals, which leads to an increase in revenues from restaurants, spa centres and other services.

The system collects data and surveys, which provide objective feedback on guest satisfaction. Thus you can boost your ratings on sites such as TripAdvisor and Booking.com



MY SMART NET SYSTEM

My Smart Net is a system of great possibilities which connects various devices into an intelligent WiFi network.

The system works on fast Microsoft Azure servers with high availability.

It provides centralized device management, hotel WiFi network control, access methods settings, guest accounts updates, extraordinary analytics and reports, easy network expansion.

My Smart Net supports WiFi devices of the leading network brands: Cisco, Ruckus, Ubiquiti, Tp-Link, Mikrotik, Cradlepoint, D-Link, Asus, Meraki, Icomera, Open-Mesh, etc.

*Mikro***Tik**


CISCO™

 **UBIQUITI**
NETWORKS



RUCKUS™

TP-LINK®
The Reliable Choice

D-Link

HOW SYSTEM WORKS?

When your guest connecting to WiFi, a welcome page automatically translated into a guest language pops up on a device. You can easily customize the welcome page by setting the logo, background, colors and the ways in which your guests can access the Internet.

There is a possibility to include various features: free Internet, faster paid Internet, email and customer data collection, the access granted on entering room number and name, the access via social network accounts or having seen video commercials.

Having logged in, the customer can be greeted with a heartfelt, welcome email containing the basic information about the hotel, with special offers included.



INTERNET CONTROL

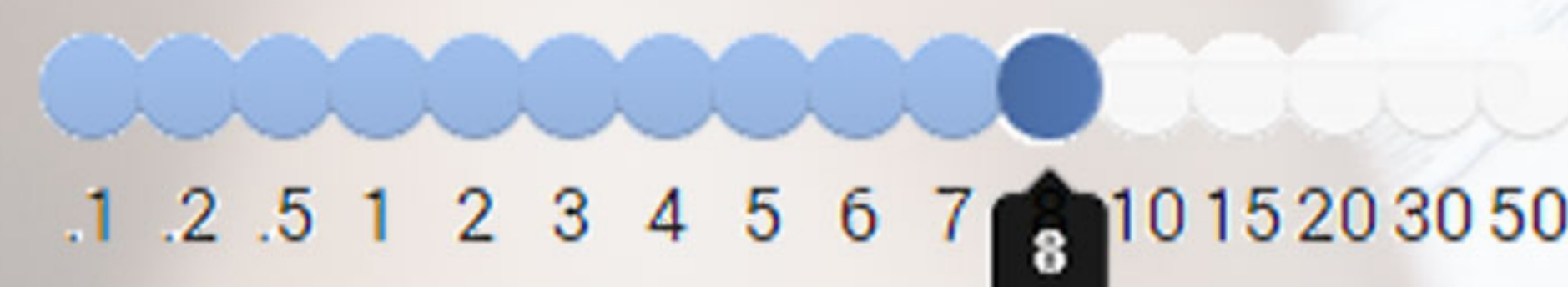
My Smart Net system precisely controls the Internet access speed, data transfer and a number of devices which a guest can connect to WiFi.

Since there is a greater demand for streaming services, hotels cater to their guests by limiting the access speed so that each and every guest could be granted excellent WiFi. The guest is allowed to use multiple devices (1, 3 or more) per room, and for each device there is a customer device usage statistics.

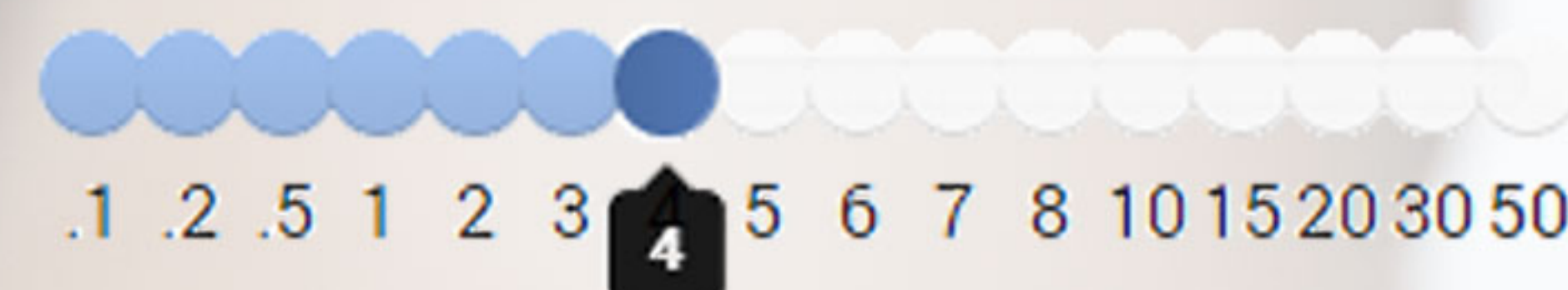
Business customers can be offered a higher Internet access speed, which can be paid by card at the receptionist's, or granted for free, as a benefit available to members.

When a guest connects to an access point, he will be logged in automatically.

Download Mbps



Upload Mbps



☐ Unlimited bandwidth

Quota

2

Units

GB

☒ Autologin device

☒ Multi device

4

Devices

☒ Unlimited time

WIFI LOCATIONS

Internet needs to be available and of an excellent quality in an entire hotel: in each room, lobby, the restaurant, the conference hall, spa centre, at the beach.

All WiFi access points may be clustered into locations with a common start page and limits.

A guest in a hotel room can log in via an account (room number/name) and get a higher Internet access speed. Visitors, who are not hotel guests, can log in via social networks in the lobby and they can be granted a lower Internet access speed and a limited usage time. Thus you benefit from these options by acquiring new customers for future marketing campaigns.

Gather customer data on one location, make charges for fast Internet access on the other location, or display video advertisements to grant the Internet access on the third WiFi location.



WIFI SURVEYS

Your WiFi network is a perfect channel to gather the opinions of your guests.

Gather valuable information about your guests, which can be used for marketing purposes and to improve the quality of your services.

Resolve the customer complaints, about which you might not have been notified before the checkout of a guest, and avoid certain unpleasant, detrimental issues.

All the data are instantly available being gathered into legible analytics, without any paperwork.

Follow up posted guest reviews and remind them to post their comments on TripAdvisor and Booking.com

The smartphone screen shows a survey interface for 'LUXURY ROOMS HOTEL SINCE 1925'. The title 'HOTEL' is in a large, elegant script, and 'WIFI' is in bold block letters. Below it, 'FREE INTERNET ACCESS' is written. The form includes a name field with 'Janis Smith', an email field with 'janissmith65@mail.com', a star rating section for hotel expectations (9 yellow stars, 1 grey star), and a smiley face rating section for staff friendliness (8 happy face emojis, 2 neutral face emojis). A blue 'Connect' button is at the bottom.

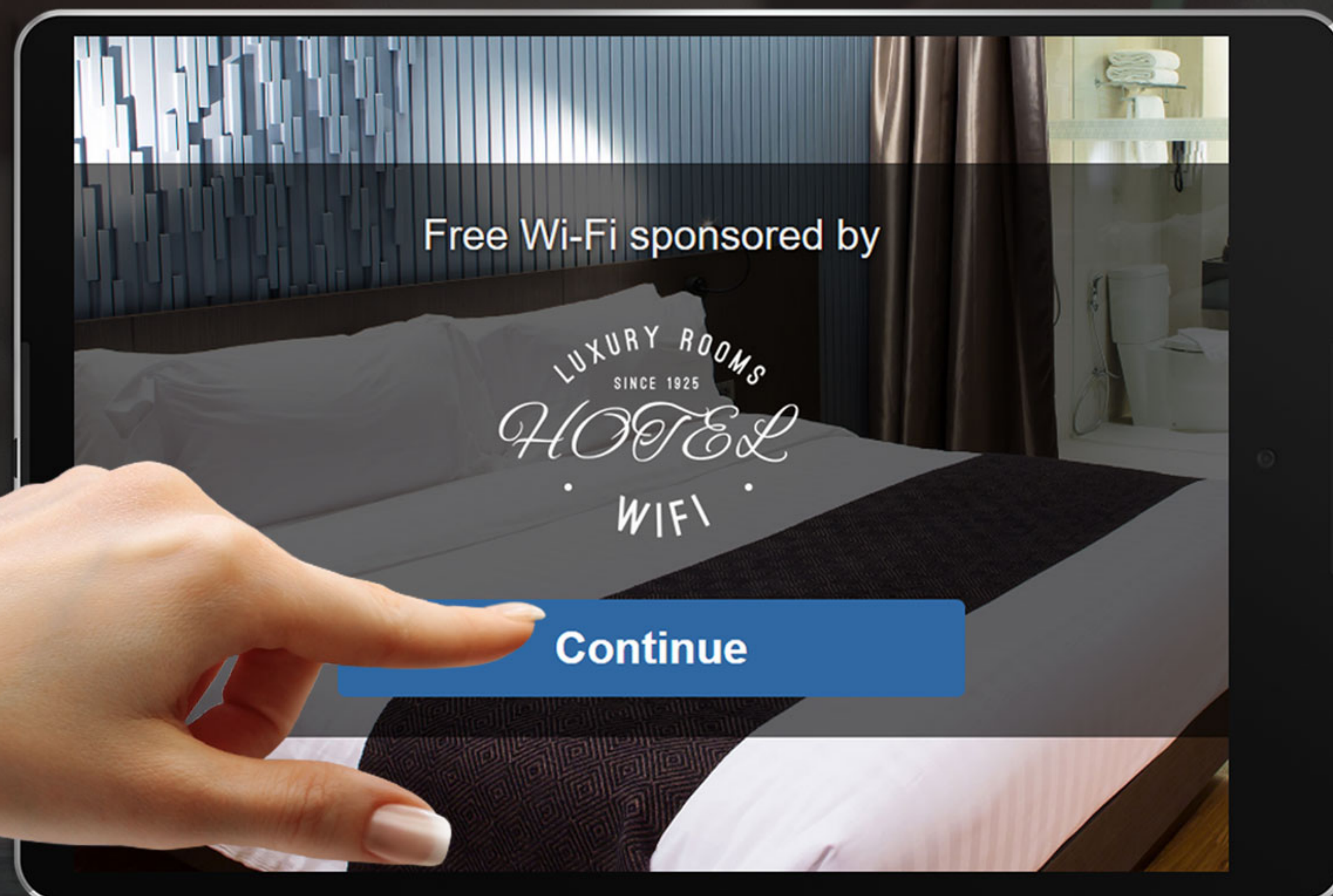


WiFi MARKETING

WiFi is an ideal marketing channel because it enables you to display video advertisements before a guest is connected to the internet.

My Smart Net system enables you to set one or multiple video advertisements which can be rotated each time the guest is connected. For each marketing campaign you will get analytics which includes the number of displayed video advertisements, click-through rates, how successful the campaign is, with PDF reports for hotel manager.

Having seen a video advertisement, a guest will be offered to connect to the Internet and visit the web page with a special offer. Thus you enhance guest engagement and advertising.



If you might not have your own advertisements, we are at disposal for any help that you might need while recording, producing and final setting of your ads for maximum results.

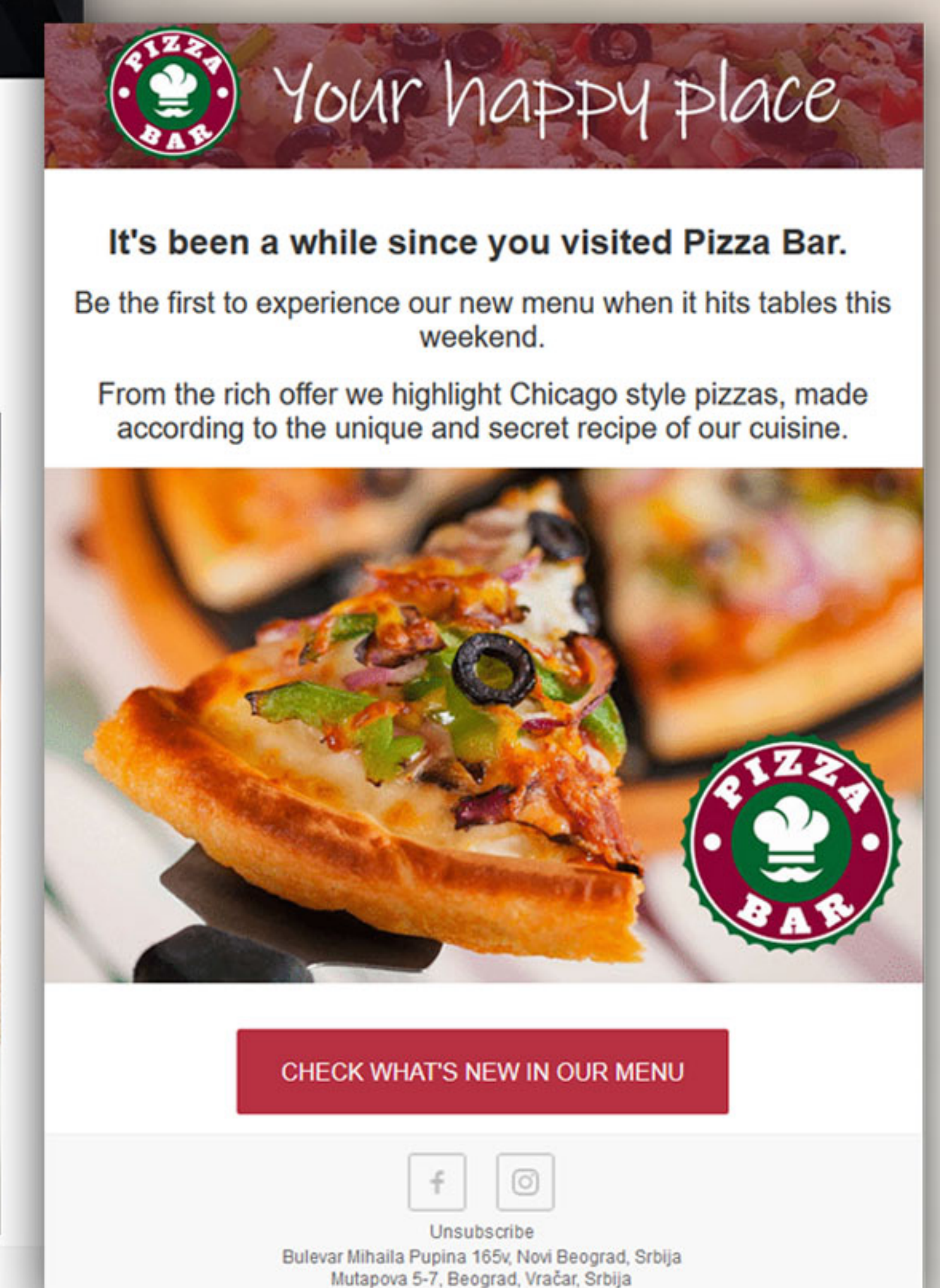
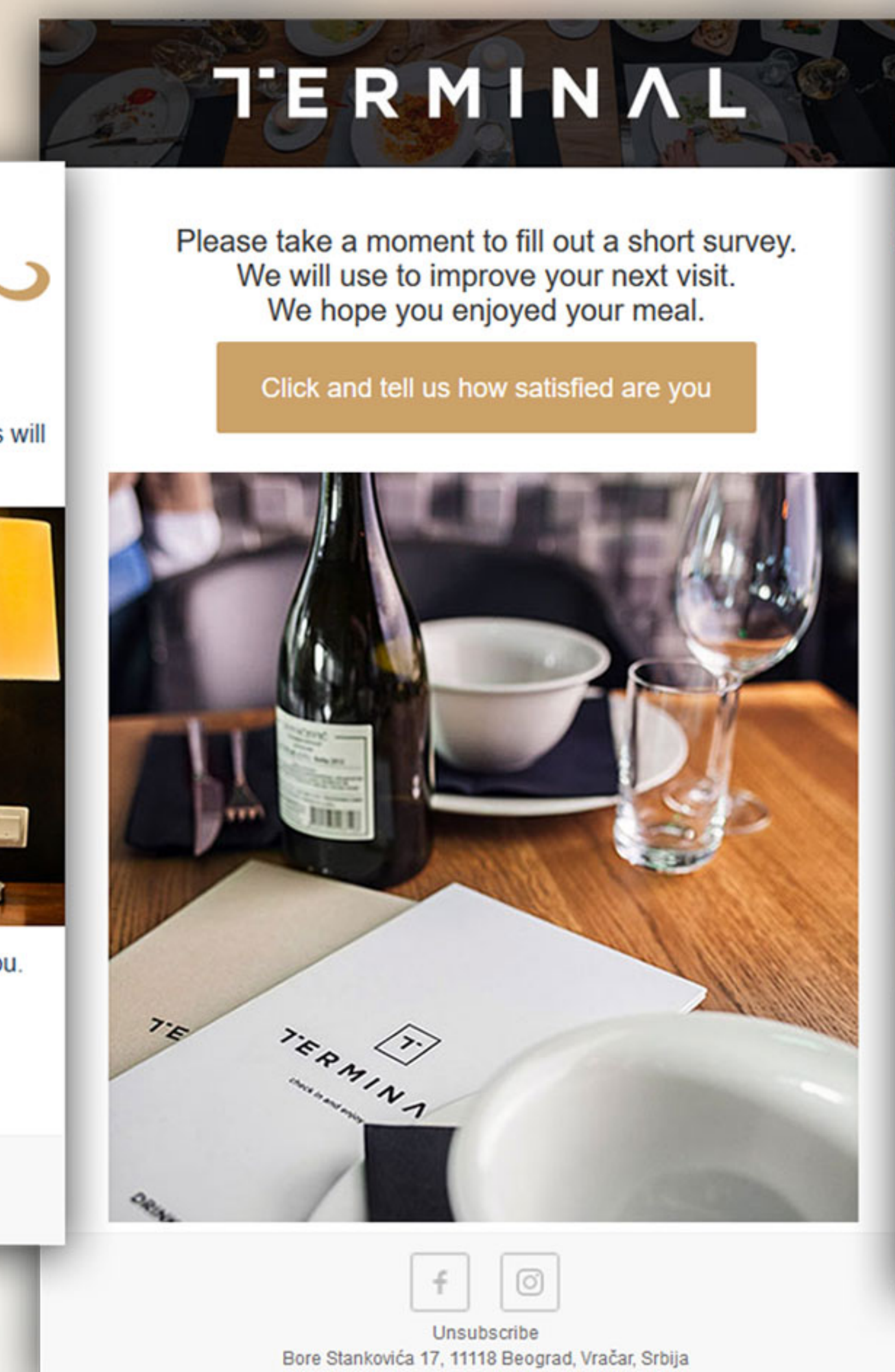
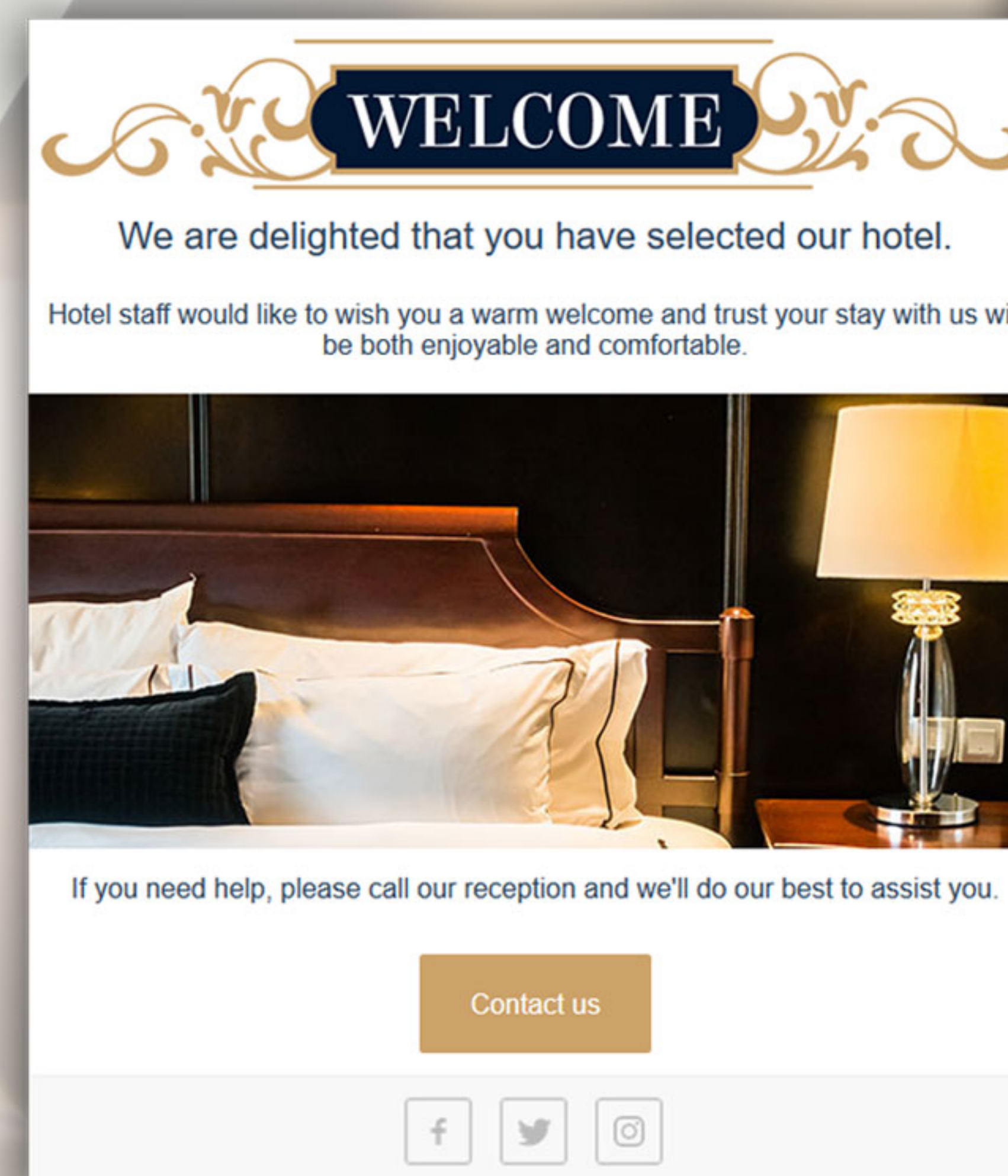


EMAIL MARKETING

Email marketing campaigns enable you to send information and promotional emails to your guests.

Those campaigns can be sent when necessary, if you want to inform your guests about the novelties, or automatically according to a previously defined schedule which includes initial connection, inactivity or on a guest's day of birth.

The integrated editor, which enables you to insert images, text, links and other features, helps you prepare the emails. The campaigns can be sent to your target guests immediately, or at a specified delivery time.



SOCIAL WiFi

Social Login is a favourite WiFi access method for most customers since it enables them to log in to the Internet in just a few clicks, without any personal data required/ without entering any data.

Social WiFi is a powerful tool by means of which you can offer free WiFi to your guests, and gather customers personal data that you can later use for marketing purposes.

When a guest logs in to the system, there might be a message made public to your friends and followers on a social network, thus enabling you to reach new potential customers.



TRIPADVISOR

The reputation of a hotel is of paramount importance for potential guests and TripAdvisor is dominant in this field.

The integration of the system with TripAdvisor enables you to automatically send an email to your guest upon checkout.

Remind your guests of pleasant moments they spent at your hotel and suggest that they write an online review that will help you boost hotel rating and guest loyalty.

Those reviews are a valuable source of information to guests when opting for a hotel, since 93% of guests take these online reviews into consideration, whereas 53% wouldn't book a hotel without the reviews.

The usage of our Cloud system provides the key data, such as an email address, so as to enable automated sending of a TripAdvisor review request email.



PMS INTEGRATION

One of the most important features is the integration with the Hotel PMS system. It enables a guest to log in to WiFi via room number and name, which completely automates the access and facilitates guest access to the Internet.

Guest Internet access will be limited by Internet plan (download/upload), time, quota, expiration time, number of devices that can be connected. If a guest needs higher speed, you can offer paid access posting the Internet plan charges to the guest room.

Upon successful login, a guest can be redirected to the hotel web site, special promotion, or the page containing his/her access data.



The system integrates the most important PMS systems: Oracle Opera, Suite8, IDS, Protel, InnQuest, Medallion and 30 more.



Let's connect



AUTOMATION

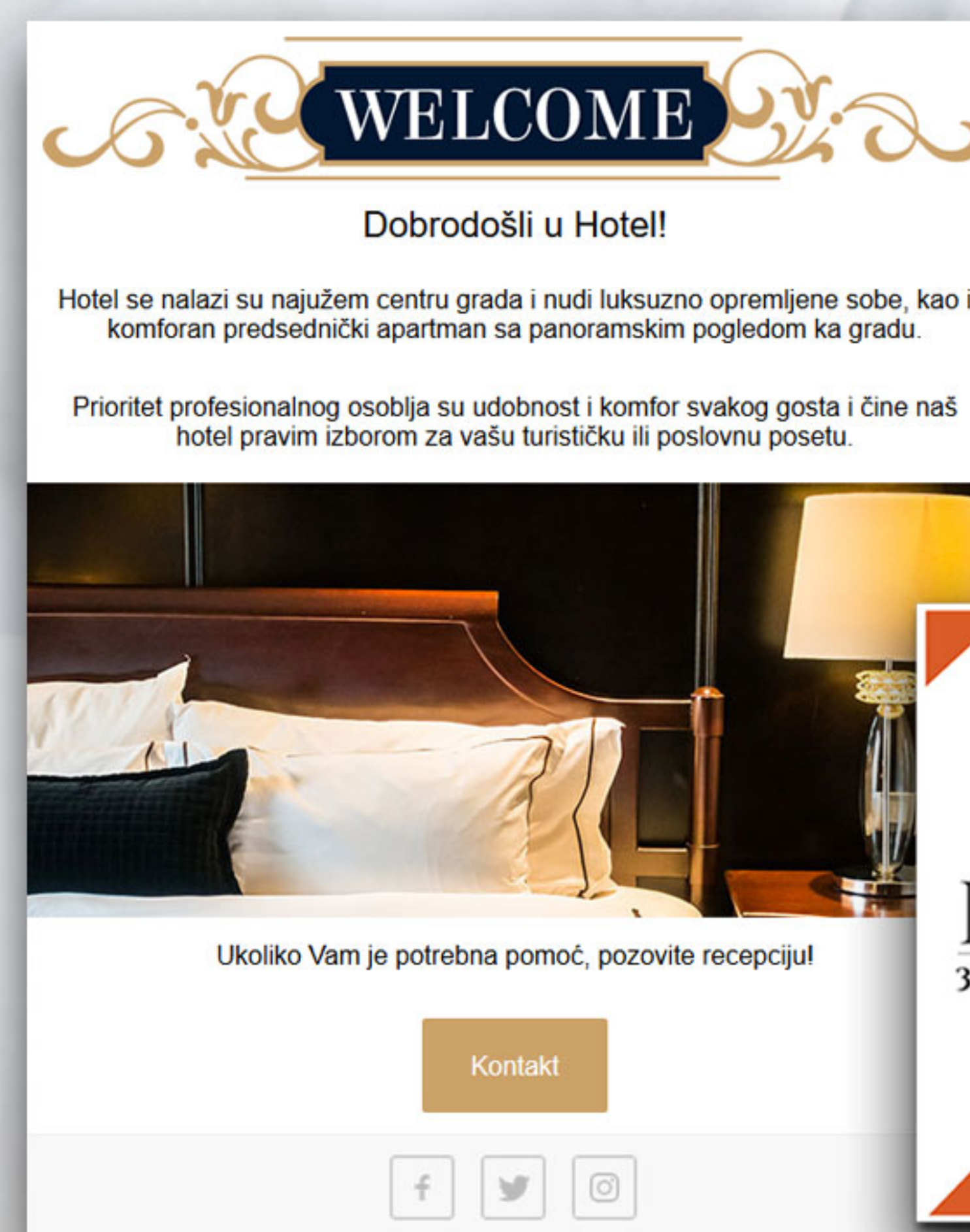
When a guest connects to WiFi network for the first time and enters personal data, he will receive a welcome email.

In two days' time the system can send a short customer satisfaction survey to be completed asking your guest to rate the customer experience so that you could react to potential customer complaints.

In a couple of days you can offer a coupon for spa/fitness centre, or you can invite your guest to cast a glance at the restaurant menu.

When a guest leaves the hotel, you can send an email of gratitude and a discount coupon for the next hotel booking.

All the steps have been automated, time intervals are adjustable, and they do not require any additional effort.



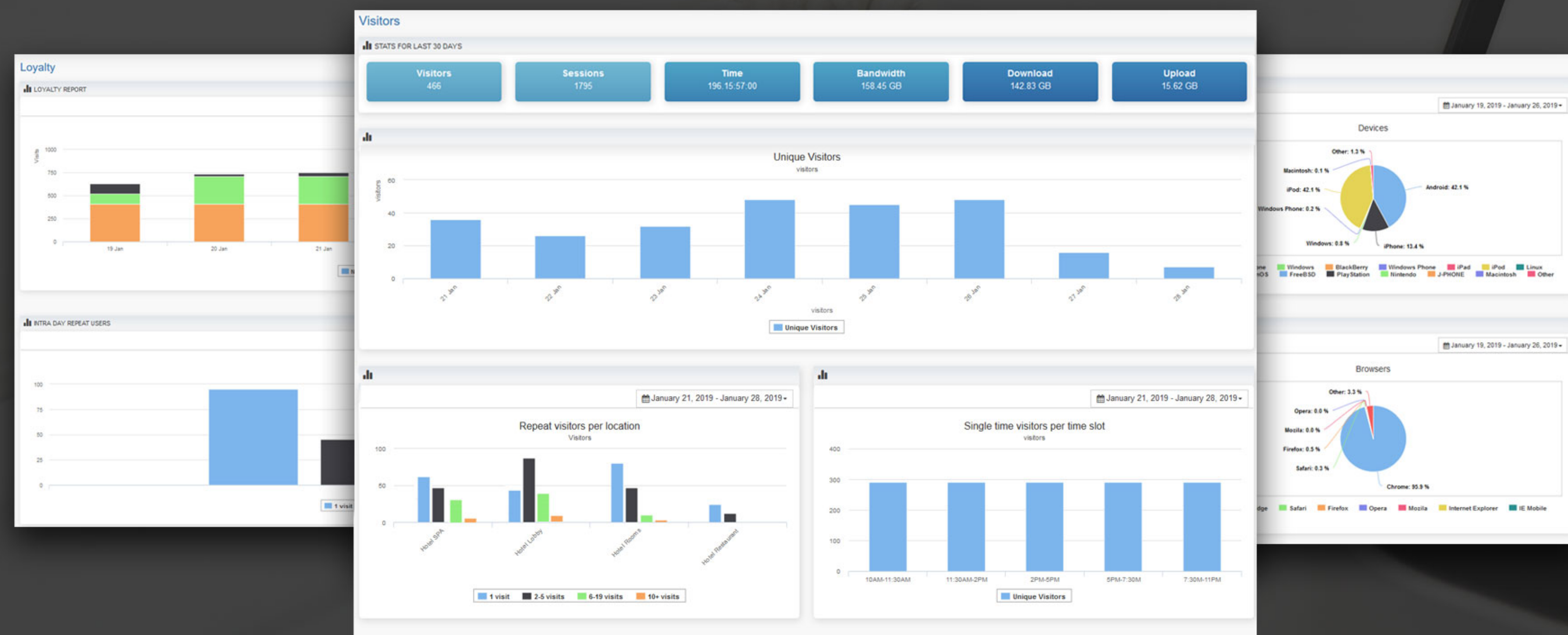
STATISTICS

Ranking from basic data to advanced analytics, My Smart Net system offers a thorough insight into visitors behaviour.

Get to know your visitors, find out what their habits are and prepare effective marketing campaigns.

Track Internet usage, set the limits to Internet plans, or set specific limits to individual users.

Visitors statistics have been divided into multiple reports which include loyalty, top users, time intervals, sex, age, and other demographic data.





START HOTSPOT

by ANTAMEDIA



TECPOINT

GLOBAL SOLUTIONS

EMPOWERING LIVES