HOTEZA
hospitality software

Hoteza HSIA

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Welcome to
Hoteza Internet Access!

Room Number

Last Name

Please choose your speed:

BASIC
€0 per day
Web, mail, low-quality video streaming. Speed up to 512 Kbit/sec

FAST
€10 p
HD video
high-spee
conferenc

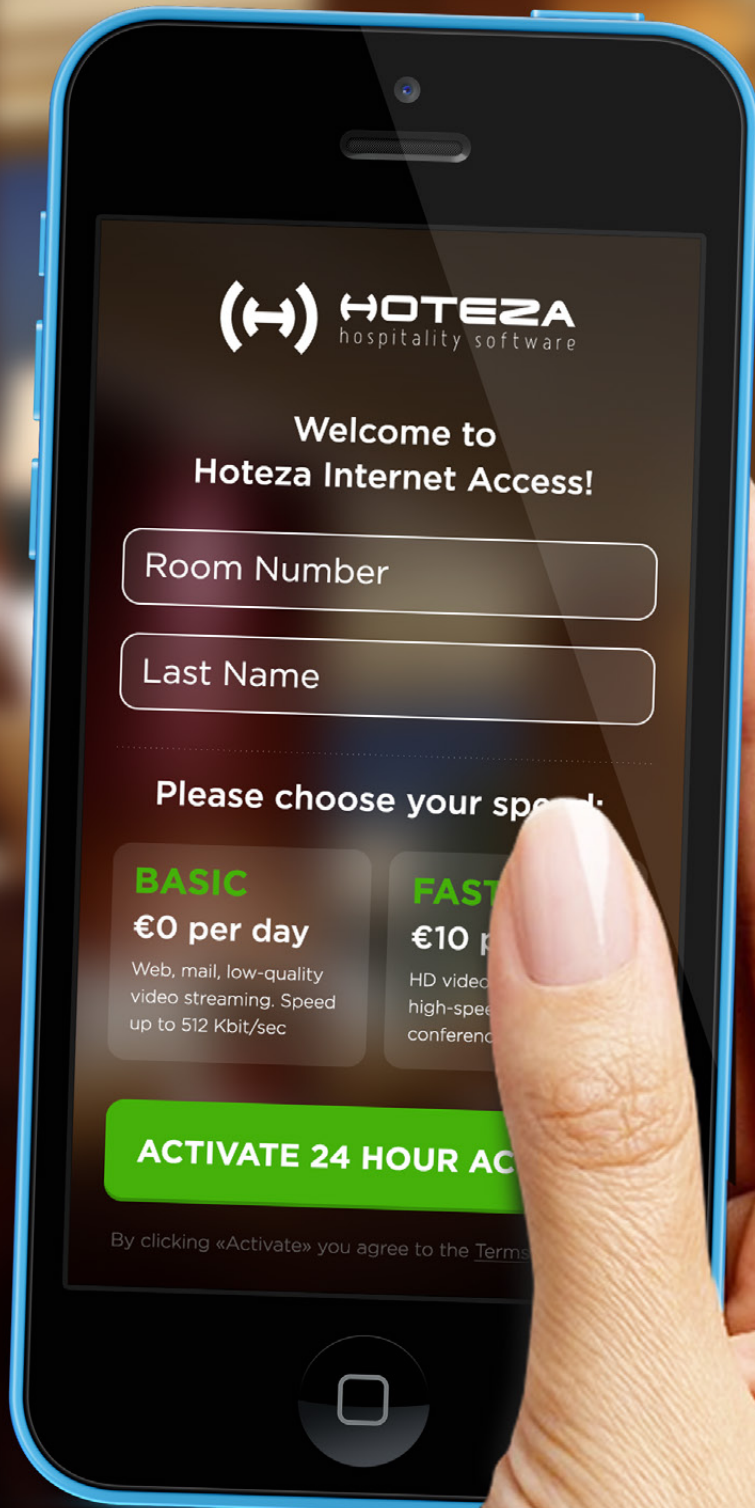**ACTIVATE 24 HOUR AC**

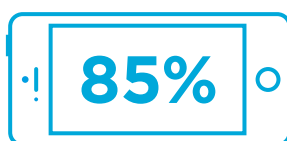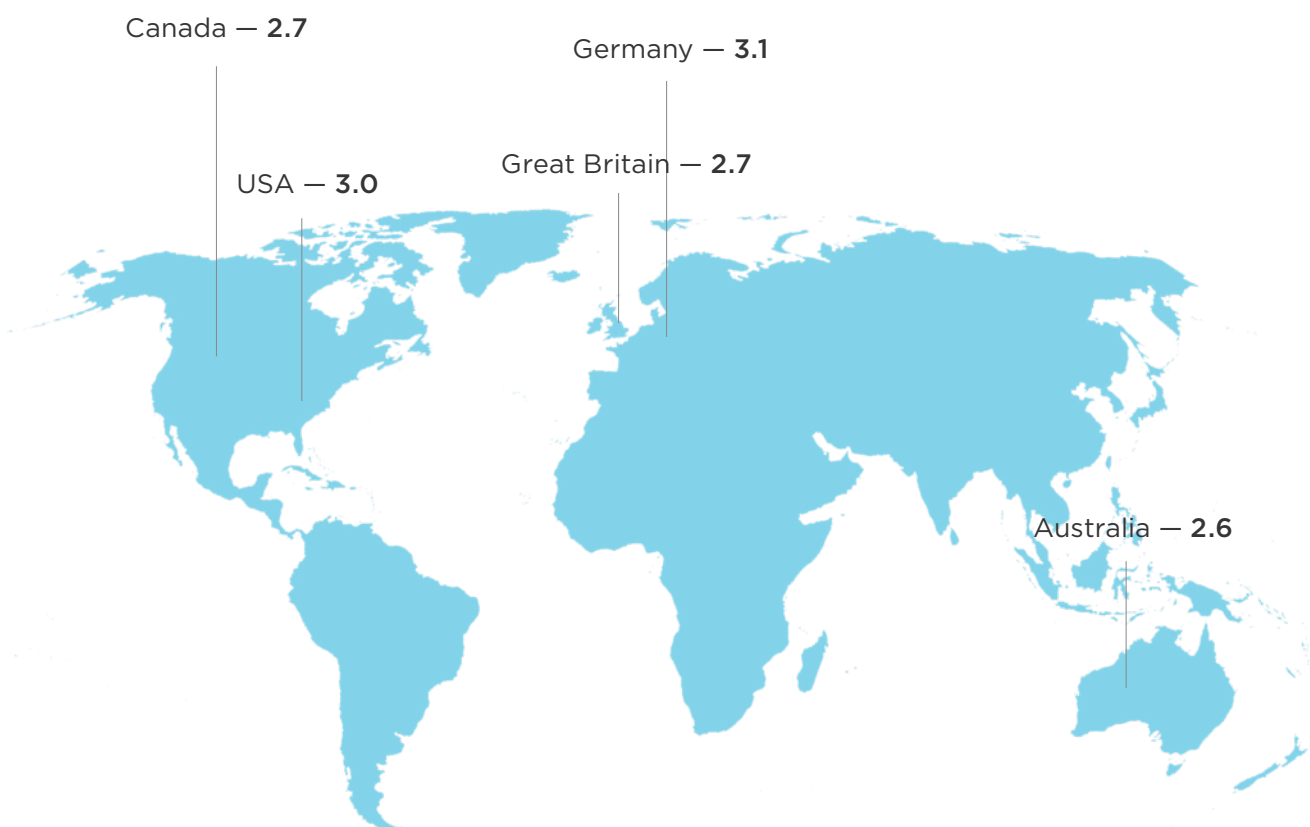By clicking «Activate» you agree to the Terms

Hoteza **HSIA**

Hoteza HSIA is a modern system that provides Internet access to hotel guests. As a result, your guests are happy because everything you need to do to get a quality Internet connection is simply enter your room number or your phone number.
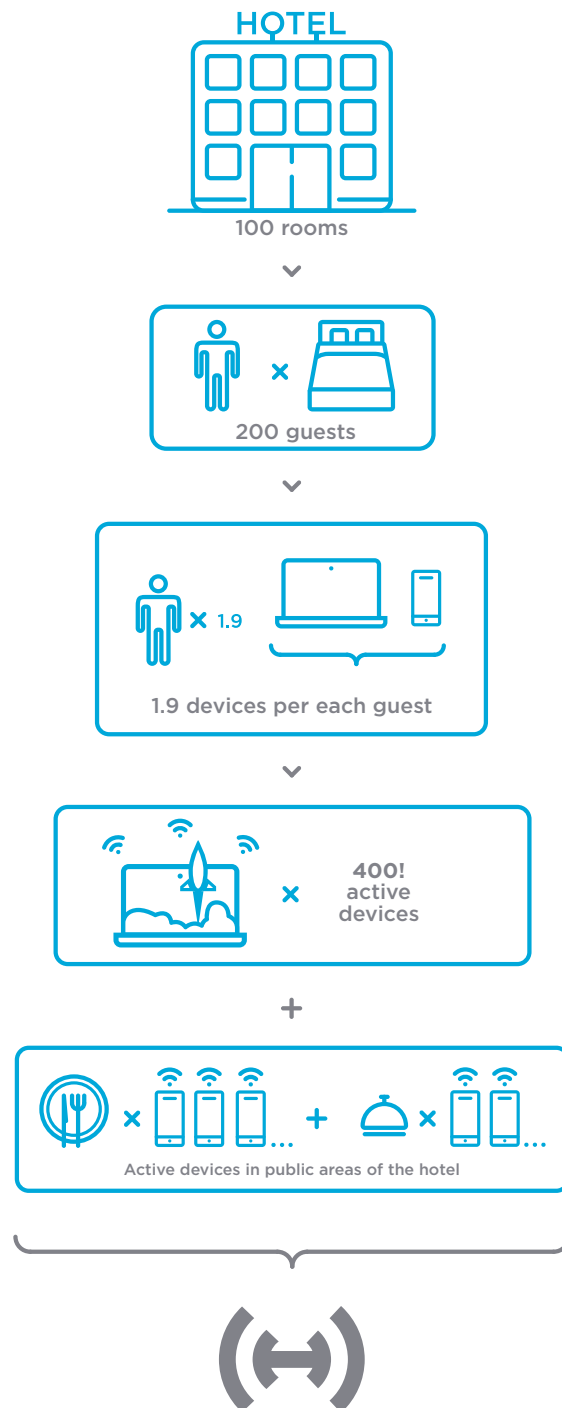
Hoteza HSIA helps reduce the cost of the hotel staff, as well as get positive feedback and alleviate the problems of unsatisfied guests thanks to quick automatic device setup and efficient technical support service.

On average, a permanent Internet user has 1.9 devices

Canada — **2.7**

Germany — **3.1**

USA — **3.0**

Great Britain — **2.7**

Australia — **2.6**

85% of guests surf the Internet using their smartphones

www.hoteza.com

Inter channel capacity

HOTEL

100 rooms

∨

○ × 🛏
200 guests

∨

○ × 1.9   💻 📱
1.9 devices per each guest

∨

📶 × **400! active devices**

+

🍴 × 📱📱📱... + 🔔 × 📱📱...
Active devices in public areas of the hotel

(⊙)

Hoteza HSIA solves the problem of congestion of Internet channels
by evenly distributing the available speed.

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Advantages

Correct and reliable equipment is a guarantee of quality service. For maximum guest satisfaction a hotel access gateway is required (HSIA Gateway).

Technical

Rate plan zones
Individual access pages and rates for guest and common areas.

Secure access
All information is transferred over an encrypted network.

Networking with PMS
The system works with all hotel management systems.

No configuration is required
There is no need to set up guests' devices.

Fair access policy
Dynamic speed allocation depending on the line congestion level.

Independent management
Staff can independently manage rates and create access codes via the special management portal.

High-quality Internet services
for conferences and events
Ability to sell access and ensure that demanding guests and participants of the conferences are happy with its quality, while maintaining acceptable free access during peak hours.

Technical support
Hotline for hotel guests and staff.

Advantages

Financial and marketing

Investment protection
Flexible extension of capacity on the actual needs of hotels.

Additional sources of income
Additional advertising platform on the welcome page.

Maximum guest satisfaction
Positive feedback and recommendations.

Brand support
The welcome page can be branded in accordance with the corporate style of the hotel.

Return on investment
Fast return on investment.

Cost minimization
Reduction of staff costs, thanks to automatic setup of guest devices and efficient support service.

Advertising and promotion
Special offers and promotion of goods and services on the welcome page.

Collecting statistics
The ability to collect and analyze statistics on the number of users, their needs and preferences.

Compliance with the new requirements for the providers of telecommunication services
The ability to authenticate guest room number or mobile phone number in accordance with Government decision No. 758 of July 31, 2014 on banning anonymous Wi-Fi.

The importance of quality

Guest's expectations of "paid" and "free" Internet are relatively the same. Very slow free Internet is often not advantageous, but only serves to disappoint guests and "lowers" the level of service.

Guest response to poor-quality Internet at a hotel

67%
Of guests
having a choice
are n**ever coming back**
to this hotel

50%
Of guests
**will tell about their
negative experience**
to others

tripadvisor®

"Bad Internet"
I would had typed out a longer review saying how nice the room was and things, but the internet in the hotel keeps cutting in and out. We stayed in a suite w/ full kitchen and nice bathroom and vanity station.
Cadetsheppard, Senior Reviewer

"The internet is a disaster"
Not being able to finish work on time and takes ages to download emails. Something needs to be done immediately, otherwise the hotel will start losing guests.
Johann, TripAdvisor member

"Connection is a REAL PROBLEM"
This hotel is standard for this chain. It is clean, feels secure, has all you'd expect, but the Internet connection is a REAL PROBLEM! They only let you connect one device! I don't mind paying for Internet, but in this age, where many of us carry multiple Internet devices, this policy is really unacceptable. I'm really peeved!
SloHandz, TripAdvisor member

"Demanding a refund"
I'm demanding a refund. I expect reliable internet. What I have here is worse than any hotel I have ever experienced...

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The importance of quality

Why are guests unhappy with the quality of the Internet in the hotel?

Incorrectly selected number of access points, placement or setup.

Wrong choice of equipment:
It is necessary to consider bandwidth of the access point, the radius of coverage and other parameters.

The hotel uses **an "office" or "home" router** that is not able to cope with the traffic.

It is not possible to provide the Internet with consistently good quality for the VIP guests and participants of business events.

Wi-Fi signal distribution map

Rate plans

Fair access policy

• **Hoteza classifies all users into levels.** The higher the level, the higher the priority.

• The speed among all actual users of one level is divided equally in accordance with the so-called **"fair access policy".** With this model, even free access users will not experience any inconvenience.

• **Premium level users** are entitled to a separately allocated **higher speed.**

• **Conference-level users** have access to the speed that they **were guaranteed in any case.**

• In addition, if the Conference level is free, its resources can be utilized by users of lower levels.

FREE

Free Internet that **is limited in terms of speed.**

The user can send and receive emails, browse the Web

PREMIUM

Available at additional cost, **but very fast Internet**.

Users can view pictures and videos, use social networks and make voice and video calls via Skype, Viber etc.

CONFERENCE

Fast Internet **with guaranteed fixed speed.**

Regardless of the number of users in your network, users can download files, view HD-video and use such services as BitTorrent and others

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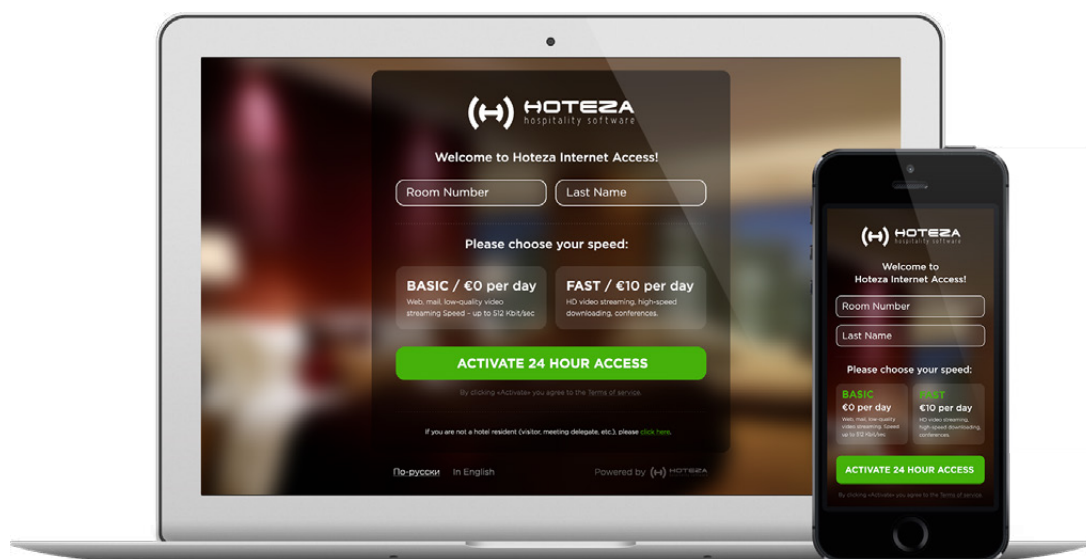
You are online!
Your internet access is now active!

Time left
23:59

По-русски   In English

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www.hoteza.com