Invest in Reliability

Integrated hotel reservation and property management systems require a stable and reliable infrastructure. Since downtime of business critical applications has wide ranging economic, security and legal consequences, a dependable countermeasure to minimize the risk of system downtime has become increasingly necessary. Hospitality is a 24/7/365 operation with guest experiences being created around the clock. The liability of inadequate security systems and applications has become significantly more critical, and can leave the hotel system vulnerable to hostile cyberattacks. Access control, biometrics, video surveillance, and emergency response systems all require uninterrupted service to remain effective.
Business continuity is the basis for positive guest experiences that help to drive occupancy, and increase revenue and room rates. Interruption to guest services or the inability of employees to access critical information can result is a loss of customer loyalty, driving business to your competitors.

Unparalleled High Availability from NEC

NEC's dependable high availability solutions actively prevent application downtime and harmful data loss. Potential problems can be detected and proactively addressed before downtime interferes with guest services or operations.
NEC offers solutions that nearly eliminate interruptions resulting from planned and unplanned downtime. Hardware, software and network failures can be averted, as well as system disruptions during planned maintenance and upgrades, and unexpected natural disasters or fire. High availability solutions from NEC provide wide coverage to monitor potential points of failure. Designed to address the stability demands of the hospitality industry, NEC's high availability solutions can be tailored to the unique needs of most environments.

Benefits to All Stakeholders

Hotel Management:

- High availability solutions enhance the productivity and efficiency in hospitality environments. Downtime on a single system can be challenging, but failures of centralized systems pose an even greater concern.
- NEC's high availability solutions ensure critical systems remain operational. Investment in a high availability solution costs far less than dealing with "fire drills" to manually correct critical system failures, and the risk of interrupted guest services.

IT Managers:

- For IT managers who desire fast and easy solutions to handle a complicated recovery system, NEC's high availability solutions offer a starting point by simply applying hardware solutions.
- To monitor the point of potential failure over a wide area, NEC offers comprehensive software solutions that can be layered on top of the hardware for an even higher level of protection.

Guests:

- The true value of high availability is ensuring guests enjoy all of the amenities and services they expect. NEC's high availability solutions ensure that critical resources are available when they are needed.

With a wide range of IT technologies and over 100 years' experience in the IT industry worldwide, NEC Smart Hospitality Solutions enhance the guest experience, empower staff, and streamline the business operations by preventing the risks in advance.

NEC's flexible choice to start high availability solutions

Simple

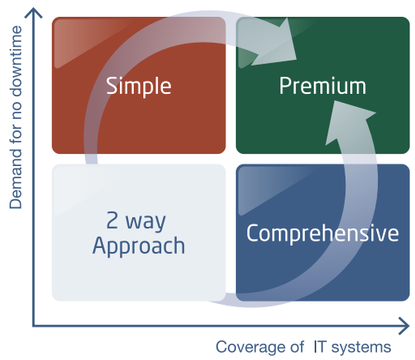
- **Virtual appliance :** Pre-packaged UC platform with virtualization & fault tolerance
- **Easy deployment :** Reduce complexity, deployment, management and maintenance costs
- **99.999% system uptime*1 :** Provides instant 99.999% high availability to applications and data out of the box

Comprehensive

- **Software & hardware monitoring :** Granular app & data resource failure detection and auto recovery
- **Local & remote :** Manage IT infrastructure at multiple locations from a single management interface
- **200+ apps support*2 :** Rich verification experience (data base, email server, ERP, virtualization platform, OS, cloud platform)

Premium

- **Dependable solution :** For the most critical operation
- **Multi data center :** Prevent catastrophic system failures
- **Disaster recovery :** Single tool for replication, compression, resynchronization & dynamic network configuration, plus hardware agnostic DR site replication



*1 An average of less than 6 minutes downtime per year. This is a theoretical value calculated by NEC. The actual availability of any particular system may differ. *2 Verification experience with 200+ applications as of April, 2016.

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General Catalog

\Orchestrating a brighter world

NEC



High Availability Imperative for Guest Engagement and Loyalty

NEC Smart Hospitality Solutions

Have you invested in reliability?

NEC high availability solutions empower hoteliers to prevent interruptions that impede the delivery of positive guest experiences.

Market Trend

Positive customer experiences are paramount for all businesses, yet they are particularly important to the hospitality industry. Built upon the ideal of uncompromising customer service, the highly competitive hospitality industry pushes hoteliers to continually create guest experiences that engage, entertain, and satisfy.

In this “era of you,” guests are looking for more comfort, convenience, and personalization. Whether traveling for business or leisure, people want a seamless environment where they can do what they want, when they want, regardless of where they are.

At the heart of this transformation, for both hospitality management and their guests, is technology. Competitive advantage and revenue growth in the hospitality industry demands a high level of personalization and attention to detail. Many hotel guests today want ubiquitous connectivity during their stay. High-tech amenities help to improve customer satisfaction and increase revenue per room. Successful hospitality management has taken advantage of what technology has to offer as a strategic differentiator for their property.

Beyond serving as the foundation for business operations and the delivery of guest services, technology has become a powerful conduit for learning the priorities and opinions of their guests. Real-time guest feedback analysis can even fine-tune marketing campaigns, and create guest engagement on an individualized basis. This indispensable insight helps to satisfy guest expectations and develop relationships that foster loyalty and, ultimately, repeat business.

Delivering superior guest services efficiently also demands the latest hospitality applications and hardware. Big data and analytics are enabling the hospitality industry to transform operations. Centralized management of business critical systems in the cloud allows management to gain a holistic view of the operational landscape of all properties – regardless of geographic location.

Mobility, including wearable devices and apps, has revolutionized how hotel staff serves guests. They are able to respond more quickly to specific requests, regardless of where they are located on the property.

Despite these efficiency gains, the hospitality industry is still facing a shortage of qualified employees. Hotels have begun to utilize robotic artificial intelligence (AI) technology as a unique and effective resource to offload basic and repetitive tasks from the staff.

The Challenge: Stable delivery of guest services

The current environment in the hospitality industry compels management to place a high priority on the stability of business critical applications in order to achieve a competitive advantage.

The quality of guest services directly impacts customer satisfaction and a hotel’s reputation. Creating a personalized guest experience requires extensive IT infrastructure and applications. Centralized applications allow management to optimize staffing, and more accurately monitor guest services and billing. Properties also enjoy immediate insight into the results of marketing outreach. This reliance on integrated applications, big data and analytics demands robust systems that deliver high availability.

