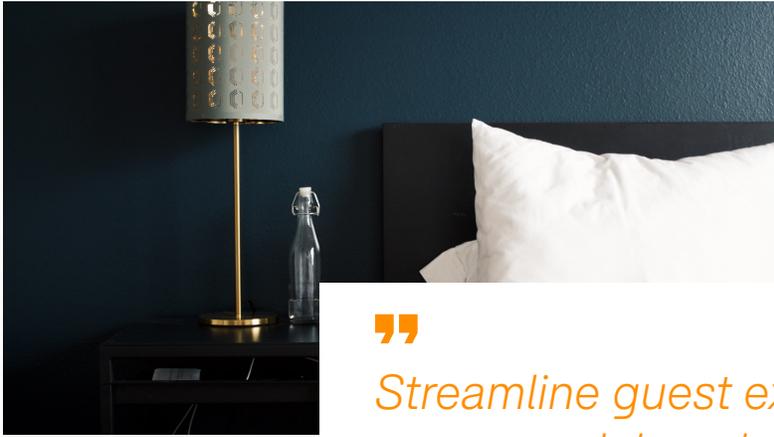




Elevate experience

Perfect customer touch points and overcome labor shortages





Streamline guest experience, overcome labor shortages

ABOUT

Digital signage sets the tone for a hospitality experience free from customer confusion and frustration. From wayfinding to check-in and branding, this luxury hotel chain relies on digital signage and kiosks to provide messages and support beyond what is provided by in-person support. As new fixed-function machines become critical to their

operation, this hotel chain needs a way to ensure uptime and accuracy of devices across the property. Often these signs are in places that customers frequent but staff cannot regularly reach, like parking garages, event spaces, or elevator bays. This hotel chain needs to keep signs and kiosks operational without constant physical monitoring, and easily intervene when issues arise.

NEEDS

They need support:

-  Shortening uptime of their digital signs, check in kiosks, and parking machines
-  Rapidly identifying device malfunction without constant surveillance of multiple systems
-  Preventing error messages and bluescreen in the high-traffic areas of their hotel
-  Accessing and pushing data to custom device groups, regardless of device type / across multiple device types

The SquareOne advantage

SquareOne's multi-OS support allows the hotel's (often stretched) IT team to see their entire fleet of fixed-function devices on a single dashboard – including kiosks, signage, and parking machines. From there, even low-tech employees can own the monitoring and updating of devices. Signage located in guest-dominated areas of the hotel, like elevator bays and parking structures, is accessible remotely, prevent-

ing confusing blue screens around the property. All the devices that contribute to positive guest experiences are now guaranteed to be functional, loaded with the correct content, and efficiently managed by IT teams. When all your dedicated devices are functional, loaded with the correct content, and efficiently managed by IT teams, your guests can only notice the seamless experience of staying at your hotel.



With SquareOne, this hotel chain can:

-  See all their fixed-function devices in one place, no matter the operating system
-  Immediately and remotely reboot devices that are experiencing bluescreen in the field
-  Receive alerts when devices underperform and take appropriate action to prevent downtime
-  Delegate device monitoring to low-tech employees to create a more efficient workforce