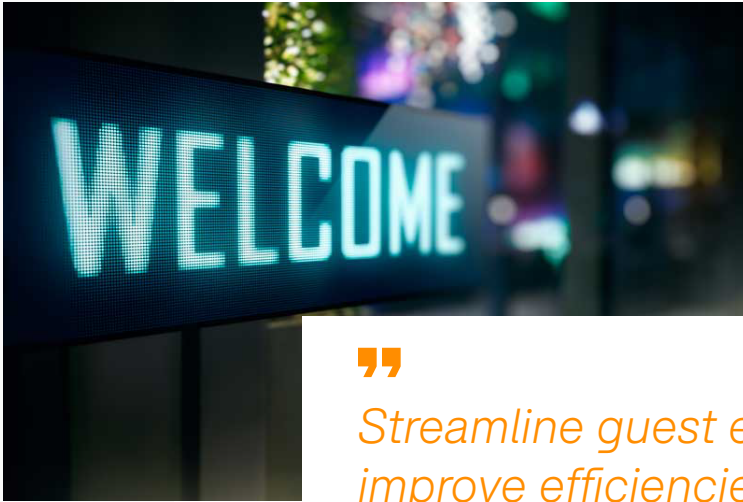SquareOne

Elevate customer experience

> *Streamline guest experience, improve efficiencies*

Digital signage sets the tone for a great hospitality experience. From wayfinding to check-in and branding, this luxury hotel chain relies on digital signage and kiosks to provide messages and support beyond that of which their staff is capable. As new fixed-function machines become critical to their operation, this hotel chain needed 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 have a way to easily intervene when issues arise.

They need support:

- Shortening uptime of new content to their digital signs, check in kiosks, and parking machines

- Rapidly identifying device malfunction without constant surveillance of multiple systems

- Preventing error messages and bluescreen to ensure a seamless customer experience

- Accessing groups of devices, regardless of device type or operating system

BSQUARE

The SquareOne Advantage

Bsquare's SquareOne's device management solution with multi-OS support allows the hotel's IT team to see all of their fixed-function devices on a single dashboard – including kiosks, signage, and parking machines. With an easy-to-use interface, even low-tech employees can manage the monitoring and updating of devices. Signage located in busy traffic areas of the hotel, like elevator bays and parking structures, is accessible remotely, preventing 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. When all of their dedicated devices became functional, loaded with the correct content, and efficiently managed, guests had a seamless experience.

With SquareOne, this hotel staff can:

- See and manage all content on devices, grouped logically, no matter the operating system

- Immediately and remotely reboot devices that are experiencing bluescreen

- 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