

THE CONNECTED TRAVELER:

MOBILITY

IS THE NEW STANDARD FOR PROVIDING SUPERIOR GUEST SERVICE.

Today's travelers are more tech-savvy and connected than ever before, and mobile devices are driving the way hotels operate. Hoteliers need strategies to accommodate guests' technology needs and engage this "always on" traveler.

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MOBILE APPS

40%
OF HOTELS

list "customer-facing mobile solutions" as their top I.T. Priority for 2015.³



MOST DESIRED AMENITY

89%

OF TRAVELERS

rank free WiFi as the top amenity.²



64%

OF HOTELS

plan to provide tablet-based mobile check-in in 2015.⁴

MOBILE CHECK-IN

76%

OF TRAVELERS

have checked-in using an automated kiosk, and would do so again to avoid waiting in line at the front desk.¹



VIRTUAL CONCIERGE

85%

OF HOTEL GUESTS

use online service requests for room service and housekeeping, when offered.¹



ALWAYS CONNECTED

40%

OF HOTEL GUESTS

travel with 3 or more devices.¹



DOES YOUR HOTEL HAVE

THE BANDWIDTH TO SUPPORT

GUEST MOBILITY?

Increased traffic from wireless devices can stress a hotel's network. Hotels should choose robust data solutions that serve as the backbone for a reliable WiFi network.

DATA PRODUCT	IDEAL FOR:
Hospitality Deluxe 50/10	50 guest rooms or less
Hospitality Deluxe 75/15	75 guest rooms
Hospitality Deluxe 100/20	100 guest rooms
Hospitality Ethernet	125 guest rooms
Hospitality Ethernet	150 guest rooms
Hospitality Ethernet	175 guest rooms
Hospitality Ethernet	200 guest rooms or more

Comcast's scalable, high-performance data solutions are well-suited for hotels that offer wireless access to their guests.

Hospitality Internet offers a range of speeds. Two modems are provided to separate back office and guest traffic.

Hospitality Ethernet provides fast and reliable network connectivity, with speeds that scale up to 10Gbps, and can often be upgraded with a single phone call.

FOR MORE INFORMATION
OR A FREE CONSULTATION

CONTACT YOUR COMCAST BUSINESS
SOLUTIONS PROVIDER.



1 MBPS

Based on industry data and our experience with hospitality network usage, 1Mbps of bandwidth per guest room may be appropriate for providing fast Internet to your property.

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Sources:

- 1 "10 Hospitality Trends You Need to Know About." SmartBrief Media Services. 2013
- 2 Trip Barometer Truth in Travel Survey". TripAdvisor. 2013
- 3 "2015 Lodging Technology Study". Hospitality Technology. 2014
- 4 "2014 Customer Engagement Study". Hospitality Technology. 2014

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