



NOMADIX HOTEL PORTAL

Reliable Internet Connectivity and End-to-End Branded Experience for Hotel Guests

When staying at a hotel for work, leisure or out of necessity, having a fast and secure internet connection is essential. Those in hospitality recognize this as the number one driver in positive guest satisfaction scores, and being able to authenticate quickly without needing help from the front desk is key. Powered by the Nomadix Cloud™, the Hotel Portal provides a complete solution for properties and managed service providers (MSPs) that can be branded with the same look and feel as other MSP solutions or the hotel's brand.

AVAILABILITY

The Hotel Portal is available worldwide and can be added to Nomadix EG 3000, EG 6000, AG 5900 and AG 2500 gateways.

FEATURES & BENEFITS



Template creation and management for guest authentication portal configuration



Authentication for guest internet access



Cloud-based network management and monitoring system



Built-in ticketing system manages issues from a single site or across all managed sites



Property-specific reports for real-time guest insights



Included conference tool allows an administrator to set up events, configure special access codes and offer landing pages for individual events



GPNS Certified

HOTEL PORTAL FEATURES

GUEST ON-BOARDING

This service provides the landing pages for guest internet enrollment and access. These pages can be designed to align with the brand guidelines of each hotel. The service can be rolled out chain-wide with minimal management.

AUTHENTICATION

In addition to branding and customized user authentication flows, this solution supports all combinations of access plans - free, paid, loyalty program tiers, time periods and more. The Hotel Portal also supports a full range of authentication methods including integration with loyalty programs and social media, MAC authentication, PMS, Passpoint (previously Hotspot 2.0), SMS, vouchers, and reward codes.

BANDWIDTH MANAGEMENT

Guest internet usage has continued to increase and patterns of usage have changed. Paired with a Nomadix gateway and enabled by Nomadix's patented technology, the Hotel Portal provides bandwidth management to ensure appropriate internet allocation and increased guest satisfaction scores. The solution prioritizes bandwidth between different classes of users such as high-paying conference groups and free users in the lobby. Both users get highly reliable bandwidth that is allocated appropriately. If the property has bandwidth available that isn't currently being used, it can be distributed to offer higher levels beyond the standard, simple bandwidth caps.

NETWORK MANAGEMENT

The cloud-based Hotel Portal provides robust controls, security and access-level roles to effectively monitor and manage property connectivity from anywhere. This is especially important for MSPs that manage numerous properties, allowing everything to be controlled from a single pane-of-glass view. Full management of configuration and operational tasks, such as voucher and conference management, is supported as well as automatic management of switch and wireless port configurations for supported devices.

REPORTING AND DATA VAULT

Administrators gain a centralized data store and reporting system. Reports can be pulled to monitor property-specific information or gathered from multiple properties into a group report. Much of the data required is automatically collected from within the platform. Additionally, APIs are provided to import information that originates from other systems.

The platform provides an advanced set of analytic tools, providing real-time guest insights to attract and retain guests as well as manage commercial and operational costs. Key reports include internet enrollments and authentications, managed device status and uptime and bandwidth allocation. Role-based dashboards easily provide information to users who require it.

CONFERENCE ROOM SCHEDULER

The conference room scheduler provides easy-to-use tools for IT managers and conference organizers to configure access and bandwidth. These controls manage priority and limitations of bandwidth, along with the number of devices that can access a conference. When numerous events occur at the same location, those specific requirements can be set up and managed simultaneously. Conference reports can be generated during an event or once it has ended to quickly view user and bandwidth utilization.

TICKETING SYSTEM

If hotels experience any issues, the built-in ITIL-style ticketing system manages property-level issues and issues needing attention across numerous sites. Network managers can use this system or link to their own external systems.