

# Technology Solutions Enabling Service Excellence

Exponential-e - Your Partner of Choice



[www.exponential-e.com/hotels](http://www.exponential-e.com/hotels)



# Connecting guest experiences through Network strength

Whatever your star rating, its still all about customer experience and service is at the heart of the hotel industry. Ensuring guests are catered for 24 x 7 means facilities need to be fully accessible. This includes access to fast Internet, HDTV and state-of-the-art guest systems.

Provision of these services needs to be

delivered securely, reliably and speedily in order to exceed guest satisfaction.

When delivering these services to disparate sites across the country, hotel groups and franchises are weighed down by managing multiple connections at an enormous expense in both time and money.

## This is where Exponential-e comes in...

Exponential-e's uncontented, private 100Gig Ethernet Network is used by hundreds of hotels, servicing over 80,000 rooms worldwide. Ideally designed for hotels looking to offer visitors secure and advanced technological capabilities, the Exponential-e Network enables hospitality and leisure venues to optimise the connectivity services for guests, to deliver business-class internet with built-in Cloud and Voice services.

All services are delivered down a single piece of fibre, so Exponential-e's bespoke and flexible Network packages mean turning services on-and-off, or scaling them, is simple and practically instantaneous.

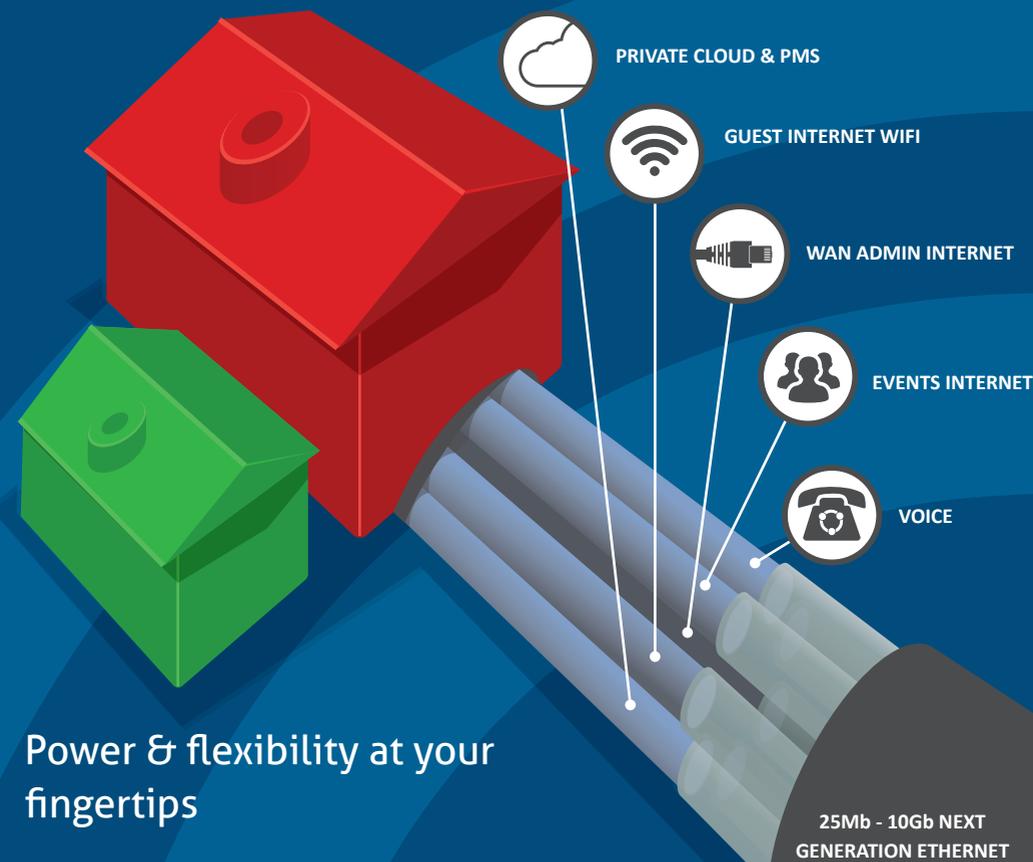
*"We chose Exponential-e for its unique Network, which gives us greater flexibility than other traditional options available on the market today."*

*"Our hotels can now ensure the best possible quality of connection for visitors through the separation of guest and corporate traffic, and we can also quickly scale our resources up or down as required for specific guest requirements."*

Andrew Thombs  
Atlas Hotels.



# Multiple services over one connection



## Power & flexibility at your fingertips

**We provide more than just an Internet connection.**

Our competitors are unable to match the convergence capability, bandwidth flexibility and the cost savings this delivers for your business.

The clever part is that if you don't need the entire capacity of your connection for Internet, you can split the circuit using secure VLANs.

Consolidating services across one connection means you get a flatter and easier-to-manage Network.

# Hosted Telephony & Wi-fi

## Hospitality solutions to deliver improved collaboration

Our Unified Communications and Collaboration portfolio (UCC) is transforming the way organisations communicate by delivering a truly collaborative suite of services - including Presence, Instant Messaging, Voice, Video, Desktop Sharing and File Transfer.

Exponential-e's fully resilient Hosted UCC platform provides a unified communications feature set and integration into industry standard Property Management Systems such as Oracle Hospitality (Micros Opera) through Telephony Management Solutions such as Tiger and Jazz Fusion. Providing flexible, resilient cost effective services for front and back of house and guest voice services with add-on extensibility for booking services for in house restaurants and leisure facilities.

## Hospitality WiFi Solutions

Our Managed Wi-Fi portfolio provides a broad spectrum of wireless capability for Hospitality organisations, from in-room convergence with VoIP and IPTV to Rich analytic capable guest services in bars and restaurants to demanding high density services for meeting rooms and conference venues the Exponential-e managed Wi-Fi portfolio has a cost effective, reliable solution to meet the needs of the hospitality industry.

What's more we know that many hotels have legacy PBC systems that will need to be changed within the next 5 years.

Choosing our pay as you go UC model means your hotel can benefit from:

### Cost savings

if you have an Aging PBX Portfolio we can help you to avoid hefty CAPEX outlay and achieve lower TCO.

### Innovation

through the Cloud. We can help you to accelerate voice service innovation rapidly across your hotel portfolio.

### Collaboration

UCC through Exponential-e can bring you a Converged Guest / Staff Communications Strategy.

*"In today's world, where highly complex software-as-a-service applications plays a vital role in the day to day running of our hotels, having a resilient Internet connection to support them is vital to our ongoing success."*

Chris Webb  
The Rezidor Hotel Group.



# Cloud Services

## Cloud-Ready Networks

As a hospitality provider you require a Cloud + Network infrastructure that delivers the security and privacy you expect. Logically our Cloud solution sits on your private LAN, behind your firewall, meaning that it bypasses the public internet - therefore alleviating your concerns. Physically it sits inside one of our UK based Data centres.

'Your Cloud is only as good as your Network' is our strapline and it is true; without the support of a reliable and secure Network your Cloud solution will underperform.

## Our Private Cloud Solution

- Offers LAN like latency and 24 / 7 x 365 uptime.
- Ensures you are covered for all eventualities: Business Continuity and Disaster Recovery are built in to its very design.
- Enables real-time control and monitoring tools.
- Offers a flexible OPEX / CAPEX model demonstrating up to 30% cost-savings.
- Centralising services and servers reducing duplication of costs and management across the hotel.

What's more we offer premium Data Centre services should you require safe data storage.

We provide facilities which offer outstanding security, efficiency, and flexibility and your data will be stored in a Data Centre that is the most efficient in the UK. Tours can be arranged on request.

# Professional Services

Exponential-e's Professional Services division consists of highly qualified and experienced architects, consultants, and project managers who have successfully delivered thousands of projects on behalf of clients.

## Why Professional Services from Exponential-e?

- Surety of your IT infrastructure and application migrations. Our team of experts will project manage every step to ensure your projects are delivered without disruption to your day to day operations.
- Build on your inhouse knowledge base. Our Professional Services team has technical capability and expertise across technology spanning Network infrastructure, Cloud and Voice services. They work closely with our customers' IT teams to support and build on existing inhouse skills.
- Focus on core business objectives. We offer on-going management of IT services for customers who prefer to focus their internal teams on core objectives, or customers who don't have the resources to manage these services inhouse.

*"Exponential-e has provided us with an incredibly fast, industrial-strength Internet service backed off with strong performance agreements. I'd recommend the service and the pricing to any organisation after reliable Business-class Internet."*

Nadeem Hassam  
Intercontinental Hotel Group



*"Exponential-e provides us with visibility into the level of Internet traffic running over our Network so that we have the flexibility to scale Bandwidth up or down to reflect the facilities that our guests are using and the number of applications running over our Network. For example, when we have conferences, video calls and live demos happening simultaneously, then Bandwidth can be instantly scaled to meet demand whilst ensuring that all hotel guests benefit from a rich user experience."*

Montcalm Luxury Hotels, London



# Why choose Exponential-e?

We can help you with...



## Connectivity

With a 100GigE core, our UK wide business-only Network has the reach to deliver business Internet, Wide Area Networks and connectivity, to pretty much anywhere in the UK.



## Cloud

Our Cloud services are delivered over the UK's first 100Gig Ethernet core Network. Alongside our own private Cloud; we also offer Colocation, Data Centre Connectivity and Desktop-as-a-Service solutions.



## Unified Communications

Modern Voice communication services designed for businesses looking for enterprise-class collaboration. From Hosted Telephony to enhanced SIP Trunking, our Voice services are resilient and highly scalable.



## Data Centres

Our strategically located Data Centres deliver secure, reliable connectivity; and whether you require Colocation or Managed Data Centre services our solutions are efficient and as cost effective as possible.



## IT Services

From Insight Network Monitoring to our range of Professional Services; allow your internal team to focus on core objectives and let our team of experts handle your projects from start to finish.



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