

Hospitality Networks

Managed Business Networks - Service Provider Solution

FEATURES

- Customizable and branded user sign-on experience
- Employee, Guest, Lobby and Conference area secure login options
- Hospitality Manager Portal for property level customization and network visibility
- Wireless and wired connectivity
- Property Management System (PMS) integration available
- Indoor and outdoor coverage available
- Carrier class reliability and scalability



SERVICE OVERVIEW

People are accustomed to “always-on” Internet access in their homes and businesses. When they travel they demand the same from the places they visit. So, it’s no surprise that wired and wireless connectivity is a key feature offered by hotels and resorts. Business travelers demand a reliable, high-speed connection. Vacationers want to be able to share their experience with friends and family in real time. Reliable wired and wireless connectivity is an essential service for hospitality companies that want to remain competitive. Property owners need a partner who can help them meet these requirements for their business.

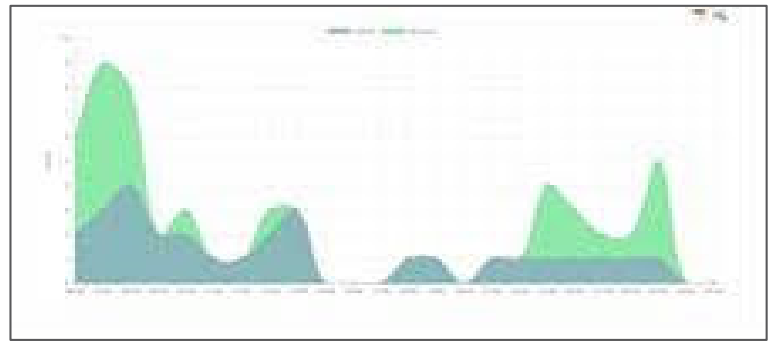
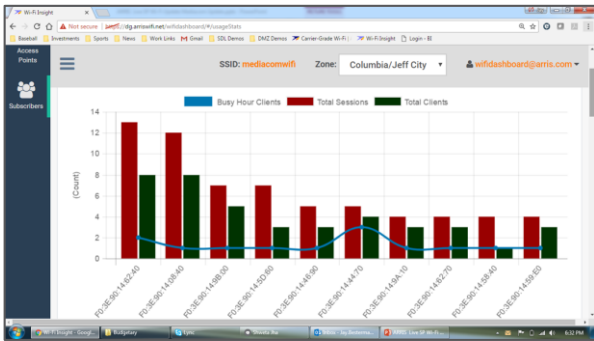
ARRIS has vast experience helping service providers design, deploy and manage hospitality solutions. Our Professional Services team engineers and installs a carrier grade, wired and wireless solution to provide seamless access for all guests.

ARRIS offers services through the lifecycle of the solution including business case and requirements development, RFP responses, design, installation and ongoing 24x7x365 technical support. The included captive portal allows for passcode or simple click-and-connect onboarding of guests. ARRIS works with the Service Provider to customize the solution for each property.

Features FOR THE SERVICE PROVIDER Benefits

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| <ul style="list-style-type: none"> Network Intelligence dashboard Customizable branded portals Fully hosted & managed Single core to support all verticals Integrated wired & wireless 24/7 NOC to NOC proactive care *24/7 Tier 1 guest support *Onsite break/fix truck roll | <ul style="list-style-type: none"> • Analytics and insight • Real-time network monitoring • Creates a unique and identifiable sign on experience • Zero-IT impact • Easily expand to new markets • Scalable & redundant • Single dashboard view of all network elements • Professional help when you need it • Reduced staffing • Reduced staffing |
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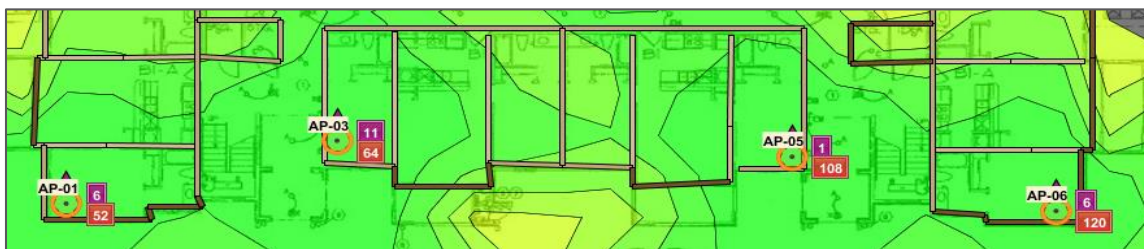
*Optional



Network Intelligence Dashboard

AVAILABLE PROFESSIONAL SERVICES

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| <ul style="list-style-type: none"> • Program management • Business case analysis • Requirements creation • System architecture/design • OSS/BSS integration • Core network deployment | <ul style="list-style-type: none"> • Portal customization • System validation • Site survey • Site acquisition • Hospitality design & deployment • Managed & hosted services |
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Heat Mapping Helps Optimize the Design

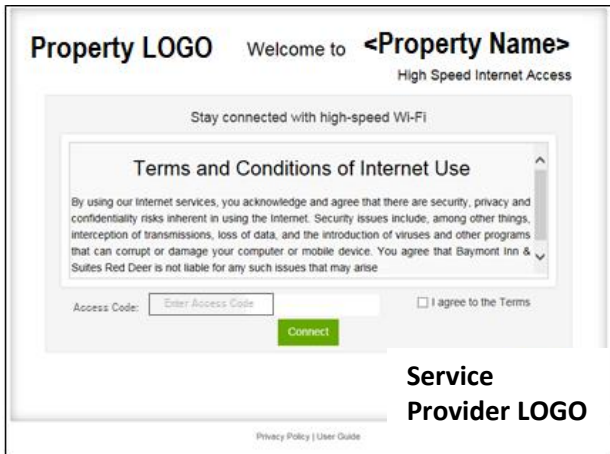
Features **FOR THE PROPERTY OWNER** **Benefits**

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| <p>Hospitality Manager Portal</p> <p>Loyalty and rewards program integration</p> <p>Employee, Guest, Lobby and Conference networks</p> <p>Customizable branded portals</p> <p>Fully hosted & managed</p> <p>Integrated wired & wireless</p> <p>24/7/365 help desk</p> <p>*Professional design & installation</p> <p>*24/7 proactive care</p> | <ul style="list-style-type: none"> • Simple interface for network & guest management • Monetization, location-based services and customer engagement • Network security and segmentation • Creates a unique and identifiable sign on experience • Zero-IT impact • Single dashboard view of all network elements • Professional help when you need it • Reduced staffing • Secure & reliable connectivity • Peace of mind |
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*Optional

Features **FOR THE PROPERTY GUEST** **Benefits**

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| <p>Portal based Sign-on</p> <p>Fast Wi-Fi connections</p> <p>Firewall</p> | <ul style="list-style-type: none"> • Simple and quick network access • Access can be available throughout the property whether a guest, visitor, or event attendee • Can be tied into loyalty program • Easy access and productivity • Protection from external threats |
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Guest Portal

WHY ARRIS?

ARRIS is dedicated to providing unique managed networking solutions for service providers and offers a best-of-breed, end-to-end solution. ARRIS is the leading provider of carrier-grade broadband communication systems to service providers.

MORE INFORMATION

Contact your ARRIS Account Manager or find out more by visiting: <http://www.arris.com/solutions/carrier-grade-wi-fi/>