

# Property Implementation Guide

## Visitor-Based Network Solutions



**ITG NETWORKS**  
Your World, Connected.™

# Introduction

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Our mission at ITG Networks is to help property owners, managers, developers, and hospitality companies make smarter technology investments.

This Implementation guide is intended to introduce property owners and managers to ITG Networks and provide a general understanding of how we can play a key role in designing, supporting, and managing a trouble free high-speed Internet access solution.

ITG has already partnered with more than 50 ownership groups to provide high-speed internet access to guest units, and conference or meeting rooms by combining our 24/7 end-user support with our scalable networking solutions that take advantage of traditional data cable, existing telephone wire, and wireless technologies.

## Professional Certifications

- SCSA - Sun Certified Systems Administrator (UNIX)
- MCP - Microsoft Certified Professional
- CNE - Certified Novell Engineer (IntranetWare & NetWare 5)
- CNA - Certified Novell Administrator (IntranetWare & NetWare 5)
- A+ - CompTIA's vendor-neutral Hardware and OS Certification
- Network + - CompTIA's vendor-neutral Networking Certification

# Benefits

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## Benefits to Property Owners

- Attractive terms for revenue generating models
- Reduced costs of managing “free to guest” models
- Enterprise quality equipment to ensure best return on investment
- Toll-free customer service number for tenants or guests
- Custom log-in portals
- Turn-key solutions



## Benefits to Guests

- Plug and play internet access. Adaptive NAT technology allows most users to connect without reconfiguring their laptops (even if the laptop has non-default network settings).
- Solution is VPN compliant and supports VPN pass-through for Secure Ipsec, SSL, PPTP, & L2TP connections. Those using corporate VPN access can be more productive away from the office when traveling on business, or spend less time away from their vacation plans
- “Always On” internet access means no dropped connections to the internet
- Fast access to large files on remote servers and computers
- 24/7 customer service from knowledgeable support technicians

# Implementation

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## Professional Site Survey

Before signing a contract to provide a solution, ITG performs a comprehensive on-site evaluation.

By evaluating a properties existing infrastructure and testing with actual equipment, we can determine:

- Optimal number and placement of access points
- Area interference
- Available use of existing telephone infrastructure (i.e. extending ethernet to access points using existing wiring).
- Most effective route for any necessary cabling
- Placement of equipment rack to house VBN server, managed switches, and back-up power

By taking the time to provide the up-front survey analysis, we can guarantee to minimize equipment requirements, utilize the best equipment, and minimize the future costs of maintaining the network.

## Consultation

We will share the results of the site survey and discuss any special needs of the property (i.e. expansion plans, and any other factors that may affect the desired solution).

## Installation


ITG offers professional installation of equipment and wiring structure. Installations are completed in-house or by a combination of in-house and third party contractors with ITG engineering supervision.

## Certification

Every network is tested and post-install test results are documented for future reference.

## Documentation

ITG records post installation documentation for every network. Detailed post installation documentation is loaded into our help desk software so that our tier 1 to tier 3 support teams have real time access to each network. Diagrams are available to our clients upon request.



# Technology

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To assure the best performance and maximum return on investment, our networks are designed using non-proprietary, world class equipment. ITG has partnered with Cisco Systems, SMC, Zhone Technologies (formerly Paradyne), and others to offer cost effective, reliable solutions.

## Enterprise Wireless Solutions

Enterprise quality access points provide security between your guests computers. They also provide data rates up to 54 Mbps using the latest 802.11g standard, and backward compatibility with existing 802.11b technology.

## ADSL Powered Wireless Solutions

Standards based ADSL solution delivers up to 8 Mbps of high-speed data over ordinary phone lines to wireless enabled ADSL modems located strategically throughout the property.

## Wireless Mesh Solutions

Mesh wireless technology (outdoor wireless) is similar to those systems that provide services to cities and campuses around the country creating an affordable and reliable service that does not interface with your existing wiring infrastructure. Wireless mesh is often a good fit when faced with limited options regarding existing wiring infrastructure.

We are not married to any one technology. With several solutions available, we can evaluate and determine the best network technology for each property.




# Support

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## Technical Support

ITG's standard support agreement assures end-user technical support 24 hours a day, 7 days a week.

- Providing durable tabletop tent cards with basic user instructions and 800 number access to our technical support staff. Co-branding is available.
- Tier 1 technical support (Windows 95/98/ME/2000/XP Windows TCP/IP Networking, etc.) directly to the end-user
- Provide ongoing monitoring and support of connection and equipment
- Assuring that there is a clear, published escalation path for the front desk and management.



**Get Connected.**  
Quick, Easy, Online.

For your convenience, this room is equipped with High-Speed Internet Access.

- 1 Start your notebook or wireless device. Please restart if it is in standby mode.
- 2 Choose the wireless connection with the strongest signal that begins with "ITG@".
- 3 Open a web browser (i.e., Internet Explorer, Firefox) and follow the on-screen instructions.

Please see the back of this card for system requirements and answers to frequently asked questions.

 **ITG NETWORKS**  
Your Work, Connected.

# Service Level Agreement

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## Maintenance/Break Fix

ITG provides on-site break fix services to ensure that the system continues to function as intended and remains in good working order. ITG responds to service problems within the following timeframes:

For problems, which materially affect or essentially prohibit the usage or operation of the service in more than 20% of guestrooms respond to hotel within four (4) hours of notification by hotel. If necessary, ITG will dispatch a technician to make required repairs and said repairs be completed within twenty-four (24) hours of notification by the hotel.

For problems that materially affect or prohibit the usage or operation of the service in less than 20% of guestrooms, ITG will respond to hotel within four (4) hours notification by hotel. If necessary, ITG will dispatch a technician to make required repairs and said repairs shall be completed by the end of the second business day.

## Guest Support/Help Desk

ITG provides customer support via a complimentary 800 number. Levels of support are as follows:

- Hours of support will be 24/7/365
- 80% of calls are answered by a live person within 120 seconds
- Call abandonment rate will be less than 2%
- First call resolution will be greater than 90%

# Get Started

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Interested in providing a hassle-free, high-speed internet solutions for your guests? Not satisfied with the performance of your current high-speed internet access network? Concerned about the future costs of maintaining and upgrading your network? Want to maximize future return on investment?

Then get on the fast track to implementation.

**To schedule an analysis of your location, contact ITG Networks toll-free at 877-934-4636.**

