



200+ location hotel chain

Client Overview

This **200+ location hotel chain** is a leading global hospitality company with all-inclusive properties across six continents. It also owns numerous lifestyle brands, from full-service to select-service. The hotel chain's two subsidiary brands cater to both guest types seeking economical lodging for business travels and long-term stays or resort stays for any occasion.



198
Active locations



13+ Years
Serving this client



112
Circuits

The Need

Before consolidating to Velocity, this hotel chain relied on more than five telecom carriers and had to dedicate an in-house team to track orders, create invoices, and re-negotiate contract terms with these carriers. The hotel chain also experienced low internet speed, affecting guest experience and satisfaction. In addition, the hotel chain had to quickly bring its network up to the standards required for Payment Card Industry (PCI) compliance. As a result, the hotel chain needed to find a **managed service provider** to handle all tasks related to carriers, upgrade the hotel chain's network, and ensure PCI security standards were met.



The Solution

This hotel chain consolidated to Velocity and eliminated the need for an in-house team to handle tasks related to carrier contracts.

- Velocity's proprietary router, **VBAND®**, was installed to **establish dual connectivity to ensure sufficient bandwidth** at the hotel chain sites.
- In conjunction with VBAND, **V-SELECT®**, Velocity's proprietary client portal that accurately monitors and manages the network and detects problems in real-time, was used to **quickly respond to and resolve network-related issues**, providing the hotel chain with a reliable and healthy network.
- Velocity upgraded the hotel chain from its old PMS system to MICROS. Velocity's team of technicians also leveraged the firewall built into **Velocity's VBAND router** to ensure the **network was PCI compliant**.

The Results

Best-in-class customer service: With the use of the **V-SELECT** client portal, Velocity's support team monitors the hotel chain's network 24/7 and quickly responds to and resolves network issues, creating a stable network and an overall **increase in guest satisfaction**.

Cost-savings: By leveraging Velocity's services, equipment, and support team, the global hotel chain saved costs on employees and network devices. Velocity's proprietary equipment replaced multiple devices within the network topology, **reducing both infrastructure and support costs**.

Customer-driven solutions: Velocity **customized its services** to fit the specific needs of this hotel chain and its network. From assessing the network to the deployment of the upgrades, Velocity kept in mind the internet speed and PCI compliance issues the hotel chain was facing.

Today

Velocity has proudly served this **200+ location hotel chain** since its first service agreement in 2008, providing upgrades and monitoring to ensure the overall health and performance of the hotel chain's network. Since then, Velocity has continued to add additional services such as VoIP services and fiber upgrades to continue improving network speed. Today, Velocity is currently in the process of its third contract renewal with this hotel chain. Velocity remains committed to providing the hotel chain with superior customer service and solutions while monitoring its network 24/7 and resolving issues as they happen.

