ADVANCED HOSPITALITY
TECHNOLOGIES

Hotel Technology
Management &
Compliance in 2021

510.900.5990
Email: info@advhtech.com
Website: www.advhtech.com

Table of Contents

PREFACE

A technology revolution in the hospitality industry has been a long time coming. 2016 triggered an inevitable chain of events that completely changed the way U.S. hospitality businesses deliver services. A severe data breach was identified by Marriott on their Starwood Hotels & Resorts servers, which had continued since 2014 even before they have acquired the Starwood brand.

Over the last 3 years the U.S. government, the PCI Council, academics, professional, and authoritative bodies have called upon hospitality companies to enhance the data privacy and cybersecurity of their technology infrastructures. The U.S. FTC even proceeded to punish seven different organizations that experienced data breaches, and were not compliant with relevant standards.

In our latest ebook, we take a look at popular hotel technology systems, their benefits, challenges, and compliance in a smart world. The main purpose of the text is to identify the diverse role of technology in hotels, the significance of hotel technology management companies, and the imminent need for technology compliance.

I would like to thank Mohammad Shoaib Ziaee and Toshi Soda for their professional input that helped with the research, development and publishing of this ebook.

The disruption of COVID19 has also alerted a large number of hoteliers to take interest in technology applications for guest service. The induction of contactless technology including mobile apps, tablets, voice assistants, and smart TV services have already been rolled out in US hotels.

COVID19 safety demands strict social distancing and an increase in the number of touchless service in hotels, resorts and country clubs. A recent report from SKIFT identified that over 70% of surveyed US travelers will consider booking hotels with contactless services and fewer staff interactions.

We have also observed an increased interest in robotics and AI applications in hotels including the Marriott, Hilton, aLoft, Xotels, and others. These highly intuitive technologies not only offer a superior guest service design, but also assist hoteliers make more informed decisions when servicing guests.

COVID19 infections are on the rise hence it is imperative for hoteliers to seek professional technology management solutions for consistent and superior service delivery. Hospitality technology managers can intelligently identify coronavirus liabilities, and invigorate hotel technology systems to be more robust with no staff to assist guests.

Hotel Technology Systems

Tourism has seen a decade of steady growth, with the UNWTO World Tourism Barometer reporting that worldwide tourism grew 4% to $1.5 billion in 2019. The UN travel watchdog estimates steady growth between 3% and 4% during 2020.

Academics and professionals argue that major improvements are expected to maintain the growth of the hospitality industry. The industry must adapt to changing demographics of travelers and their evolving demands. These "major improvements" are primarily targeted towards creating an appeal for the new generation of tech-savvy travelers, traveling on fixed budgets.

Improvements, experts suggest, are required to completely renovate hospitality experiences and the legacy technology infrastructures currently employed by hotels. Personalization in hotel experiences and digitization of services will be the mantras in 2020.

The development of personalized experiences will make hospitality experiences more accessible for budget travelers. Hotels today are incorporating flexible pricing and customization of services to appeal to a new generation of travelers.

The hurdle in personalizing the guest experience remains the complexity of developing customized service propositions for each individual guest. This is simplified by the various technology applications being introduced every day to the hospitality industry.

Digitization is simply necessary in our tech-powered economy. The goal for modern hoteliers is to evolve their conventional hospitality business to a "digital business model". Hotels are achieving this by adapting to more digital touch points for guests including mobile apps, websites, loyalty programs, automated lobby kiosks, business centers, smart rooms, and voice assistants, etc.

The Internet of Things (IoT) is radically shaping the future of the hospitality business. With a boom in interest in technology, hospitality providers are actively investing in IoT applications. The Global smart city spending 2015-2020 report concluded that by 2020 investment in IoT integrations will touch an estimated $35

billion. Recently, the Marriott Group teamed up with Samsung and Legrand to launch the very first IoT smart rooms in their hotels.

IoT is a brilliant means to keep guests engaged with the hotel and analyze their behavior in real time. This offers hotels more revenue opportunities and more avenues for personalized services. The vast applications of IoT are also allowing hotels to enhance their back end operations like energy management, revenue management, front desk, marketing and several others.

What is the Hotel Technology System?

A hotel technology system is made up of all the various tools and practices integrated in hotels to accomplish operations. When we refer to tools and practices, we are discussing all electronic, computerized and digital tools deployed across the hospitality industry.

Most hotel technology systems today are cloud based, allowing hotels to accomplish their daily routines online. Every aspect from marketing, distribution, PMS operations, to room service etc. is being automated & integrated into a central hotel technology system.

Major Hotel Technology Systems

Hotel technology investment has considerably gone up, with major franchises highly vested in the digitization of services.

IoT innovations are making communication and guest interactions faster, transitioning to on-screen online interfaces. Designed primarily to be more convenient for guests, this IoT revolution is also allowing hotels to collect & analyze more meaningful user data.

Automation of back office systems is allowing hotels to seamlessly improve operational efficiencies, enhance managerial effectiveness, decrease cost of goods & services, integrate sustainability in hotel processes, and grow revenue.

Like the concierge, guest facing technologies become the first point of interaction for guests in an automated asset. It is therefore critical to design these hotel technology systems for ease of use. These include mobile apps, POS machines, in-room tablets, etc.

Lets quickly overview popular hotel technology systems that are commonly found in hotels today.

Property Management Systems

Oracle's definition of a conventional property management system (PMS) explains it as a "platform that enabled a hotel or group of hotels to manage front-office capabilities, such as booking reservations, guest check-in/check-out, room assignment, managing room rates, and billing".

Hotel property management systems replaced time consuming, paper based and spreadsheet-loaded processes, synchronizing them in one place.

Today, hotel PMS have evolved with more synchronization and customization to offer assistance beyond the hotel front desk. The PMS is now a critical part of the hotel technology system, allowing hotels to deliver faster service and superior guest experiences.

The hotel PMS is the basic point of contact for the hotelier to gauge and manage the entire guest experience. Cutting edge innovations are allowing hoteliers to impact the entire guest experience by synchronizing all hotel onsite services, including:

- **Cloud Property Management System**
- **Sales and Catering**
- **Reporting and Analytics**
- **Loyalty Programs**

- **Mobility Tools**
- **Distribution and Revenue Optimization**

Back Office & Front Office Systems

Back Office Systems

Back office systems are spaces allocated in hotels to perform confidential financial and operational issues of the hotel. Usually occupied by the senior management of the hotel, the size and nature of back office tasks varies depending on hotel size & type.

The primary function of the back office is the long-term financial management of an asset. Technology vendors generally offer back office software that helps hoteliers manage annual financial reports, and organize financials for on-going operations.

Front Office Systems

Termed the 'face of a hotel' by researchers and academics, these systems play the most vital role during guest interactions. Not only is it the first point of contact, the front desk establishes the quality of service and amenities offered at a hotel. The front desk answers all guest queries and guides them to the right personnel.

Usually managed by the front office manager, front desk systems coordinate activities, supervise the subordinates, assist with hiring & training, prepare budgets for the front office, evaluate employees performances, and ensures that all guest complaints are addressed. These hotel front desk systems must also be capable of managing employee shift schedules, payroll, monitor salaries, rooms deposits, refunds, etc.

Revenue Management Systems & Tools

A revenue management system (RMS) is a software designed to carry out critical revenue management operations with higher accuracy & effectiveness. Utilizing data from across the hotel and market, the revenue management system delivers more meaningful insights and allows making highly informed decisions.

High quality revenue management systems combine data from multiple sources and regresses it along its algorithms to perform a real time analysis. With no need to carry out immense data migrations and spreadsheet uploads, hoteliers can calculate ideal room rates faster.

Point of Sale Systems

POS or point of sale systems are a common feature in almost every large or small hotel you may have visited. This is usually the place where you make payment for your purchases, therefore, these can be both card and electronic payments. Every time a guest is paying, they are completing a point of sale transaction.

Professionals consider POS systems as the central component for hotel businesses. These are the hubs that merge everything from inventory to sales.

Mobile Apps

A large number of independent and franchise hotels are now investing in intuitive mobile apps for both their guests and staff.

The smartphone app is the most effective tool to keep customers engaged with the brand even when they have left the hotel. On average Americans spend almost an hour on their phones, checking it more than 80 times for notifications, especially offers from their favorite brands.

Hotels are smartly integrating their loyalty programs in their mobile apps for customers to easily use benefits across the world from their own device. In addition, these intuitive apps are also brilliant for self-check-in and to use as the room key.

High-Speed Internet Access

High-speed Internet is Internet access or HSIA is exactly what its name suggests. Delivered over a network of servers with high-speed cable data transfers, satellite and wireless connections, HSIA is the call of the IoT age for seamless connectivity.

Broadband frameworks transmit information digitally, therefore faster than legacy ADSL and dial-up internet. By transferring information as bits of data, connectivity becomes much faster than the traditional analog dial-up connections.

Network & Server Management

Network management requires a vast range of skills including activities, methods, procedures and the use of tools to administrate, operate, and reliably maintain computer network systems.

Network & server management do not require any specific hardware like PCs and workstations, it is purely a reliability, efficiency, and capacity management of data transfer channels.

- **Network Administration:** The tracking and inventory management of network resources which includes monitoring transmission lines, hubs, switches, routers, and servers etc. is termed network administration.

- This unique aspect of network & server management also involves monitoring the performance and compliance of software across the entire hotel technology infrastructure. Software like network management interfaces, operating systems, and 3rd party distributed software may require routine updates for vulnerabilities.

- **Network Operation:** Managing the seamless functioning of the network for which it is designed and intended is specifically termed network operation. Network operation closely observes network activity, and seeks to efficiently & quickly resolve issues before it affects the guest experience.

- **Network Maintenance:** The timely upgrade, repair, and maintenance of network infrastructure is generally termed network maintenance. It is essential to take proactive measures to correct and prevent vulnerabilities from arising, also termed future proofing networks.

- **Network Provisioning:** The scalability of networks is essential for hotels. Configuring network resources to assist with the growing requirements of the hotel is simply crucial. Scaling the network to facilitate more guests on the WIFI network, managing bandwidth, etc. are great examples of network provisioning.

Competitive Advantages of Hotel Technology

Academics and professionals find common ground when discussing the potential advantages of technology in hotels. Technology applications offer instant competitive advantages by cost reductions, providing additional avenues for profit, allowing faster decision making, and the ability to differentiate & customize services.

A hotel technology system grabs competitive advantage for hotel owners once it triggers economies of scale. This can be achieved through several aspects, ten of which have already been identified through illuminating hospitality research. These include:

1. **Economies of Scale:** Cost reductions achieved through technology applications over time can be a gargantuan benefit to hotels. Not only can hotels save by delegating services to technology, but also save staff time that can be spent on delivering most prioritized tasks.

2. **Convenience:** This benefit of technology works both ways for hotels. Guests have the convenience of automation for check-ins, complete smart room control, personalization, and undeterred services throughout their stay. Information delivery becomes faster with chat bots, A.I. assistants, and smart TV services.

   Similarly, staff get the opportunity to utilize these technologies for better communication, task

   prioritization, data synchronization, and guest experience management.

3. **Personalization**: Personalization through mobile apps, tablets, websites, and other technology systems is becoming very popular in hospitality. Loyalty programs and tablet controlled rooms are two of the most popular examples of personalization in hospitality.

4. **Control over the experience:** A spin-off from personalization, giving the guest control over various aspects of their experience enhances their loyalty to the brand. Smart rooms with amenity control, self check-in, scheduled meals, media sync to smart TVs etc. are all major examples of giving guests control over their experience.

5. **Ease of use:** Most travelers are well equipped to handle technology, since the concept of the smart home is already out. IoT devices are a major component of the traveler suitcase, with research already establishing that U.S. travelers take along up to 3 smart connected devices when they tour.

6. **Improved staff communication and collaboration:** Modern ERP breakthroughs are allowing better communication and collaboration between hotel staff and the management. The variety of tools available with revenue management and property management systems are making in-house staff lives easier.

   Mobility tools are allowing staff to stay connected with both their colleagues and guests at all times. Hotels can reap great benefits with timely knowledge and information being transmitted to relevant personnel to act upon. Staff can make faster decisions about room service, catering, housekeeping, bill payments, beverages, and other areas of the guest experience with perfection.

7. **Sustainability:** A growing trend in hospitality, the green sustainability movement has finally hit the hotel industry. Technology is making eco-hotels a popular attraction across the US, Canada, Europe, and Asia.

   Cutting edge sensor technology is making it much easier for hotels to adapt green practices. Probably the most prominent applications are energy saving lighting, reducing plastic waste, sourcing fresh produce from local vendors, water conservation systems, eco-power generation, minimizing linen waste in laundry, and adding more green spaces in hotel lobbies.

8. **Faster service delivery:** Automation tools like chat bots, A.I. voice assistants, and on property robots are ensuring guests receive superior quality service when they demand it. A number of hotels across the

world are already deploying robots to serve guests with small essentials like toiletries, food orders, stationary, beverages, and other small room essentials. This level of efficient service is superb for the overall guest experience, guest brand loyalty, staff motivation, and will reflect brilliantly on the overall guest satisfaction index.

9. **Predictive analysis:** Predictive analysis may just be the most valuable benefit available to hoteliers thanks to A.I. and big data. With mountains of data already available on hotel servers, regressing this data to extract ideal metrics can identify a wealth of insights for hoteliers to act on.

   How amazing would it be when you have your guest's favorite drink ready as soon as they get out of the pool? Imagine the surprise of a family when you already have their favorite food lined up after a long journey?

   Predictive analysis makes all this possible. Utilizing modern A.I. applications, hotels can use their piles of user data to understand the habits, behavior, and actions of its guests at the hotel.

   Hotels can also use predictive analysis to deliver timely promos, discounts, and offers directly to guests. This amazing concept allows hotels to create customized offers and rates for guests, delivering personalization through data analysis.

10. **Better distribution channels:** Technology has allowed hotels to reach out to larger audiences through social media, websites, online distribution services, and mobile apps. Hotels can significantly increase revenue and cut down cancellation losses by advertising their accomodations on websites like Booking.com and AirBnB.

Challenges to Hotel Technology

Interoperability of Hotel Technology Systems

Due to the lack of standardization and specialized hospitality technology solutions, most hotels tend to develop their own proprietary solutions to manage assets. Popular hospitality technology solution providers like ORACLE do pitch in with their leading but complex PMS solutions.

After a decade of success we are observing a rise in the number of hotel management solutions across the world. Prominent names like ALICE, CloudBeds and Apaleo are now gaining popularity in the hotel management suites market.

The issue with proprietary solutions is that they do not have the potential to be implemented across all hotel franchises. Hospitality businesses cannot centralize management and expect 3rd party solutions to work in cohesion with different technology systems.

The inoperability of hotel technologies can impose unwanted restrictions on the service delivery process. Loss of revenue is just one of many repercussions hotels can face due to unorganized technology infrastructures. Inoperability also affects the guest experience, creating conflicts and causing inconvenience that contradicts the service delivery promise especially in branded franchise hotels.

Non-standardized technology can induce added learning times & on-boarding periods for guests. Such technologies can also demonstrate interface issues and compliance risks on guest smart devices. This issue readily highlights the significance of applied technology management.

Data Management

Gathering guest data is essential to the success of any modern business, hotels are no different. Knowing and understanding customers is essential in predicting their behavior, future visits, and demands. New technology applications in hospitality bring more data to hotel databases. Personalization requires significant data gathering, allowing hotels to deliver a unique experience to each individual guest.

Hospitality companies gather data through a plethora of mediums including guest-facing systems, smart devices connected top hotel networks, and satisfaction surveys. Modern hotels must carry technologies capable of collecting & analyzing data from diverse sources. Personalization of services requires ready analysis from back-office systems, profiling guests through smart devices (IoT) as they enjoy the technology experience.

Data management carries great emphasis in European countries, more so than their North American counterparts. While the current US government believes in a more lenient approach towards data retention and privacy, European nations tend to focus more on the confidentiality of personal

data. Effective legislation like the European Union's GDPR (General Data Protection Regulation), and local laws in the UK, Switzerland, Norway, Germany, France etc.

As the amount of data grows within hotel databases, the responsibility of back office management is quadrupled. Growing concerns over data management can only be addressed through leading-edge technology infrastructures. Authorization for data access, network & database security, and centralized database management are major concerns for hotels in the coming age.

Security & Privacy

When delivering highly personalized services, hotels track guest preferences, location information, and activity. This gives rise to the very essential and very complex problem to store and protect guest data. Several news outlets and hospitality professionals have already identified that hospitality companies are one of the most susceptible to data breaches.

Hotel technology infrastructures must ensure that all digital interactions with guests are reinforced through robust security tech & privacy rules. Hotel networks and databases should be equipped with all necessary solutions to secure guest devices, in-room technology, and all IoT devices accessing the hotel network.

With multiple point-of-sale (POS) touchpoints, an even larger number of smart devices, and that data from both demands a secure hotel network. Denying cybercriminals access to the network and preventing them from spying on guest devices is now essential for every business. Hotels must establish practical 'electronic policies' and 'technology strategies' to add stronger protocols to their technology amenities.

Most hotels are handicapped by the knowledge and expertise they carry on the subject. A more reasonable idea is to consult with a technology management company that offers better insights, suggestions, and security framework designs for hotels.

Responsiveness

What good are hotel technologies if they are inefficient and slow?

An efficient & effective hotel technology system must be responsive and should acknowledge guest requests instantly. Digitization of services like room service, housekeeping, laundry, food, etc. has significantly enhanced the responsiveness of service delivery. Encouraging the use of guest-facing systems and mobility software eliminates time losses and reduces the need for human interaction where necessary.

Highly optimized & synchronized systems leave almost no gaps when fulfilling guest requests. These technological marvels can even complete guest requests faster than hotel staff at times. This efficiency delivers a seamless guest experience while improving the responsiveness of technology.

Hotels also need to enhance responsiveness for renovations and routine maintenance. Slow repairs, faulty room technology, and delayed maintenance can lead to unwanted revenue losses. A smart room with a broken WIFI router will not really be the ideal vacation for any tech-savvy guest.

Hotel properties under professional technology management care and those with A.I. powered reporting systems quickly respond to repair & maintenance tasks. IoT technology including sensors and mini-computers are being actively implemented to identify issues as they occur. A responsive hotel tech infrastructure demands stronger resources, simpler network mapping, and seamless synchronization with hotel back office systems.

PCI Compliance & Training

What is PCI Compliance?

The PCI Security Standards Council* (PCI SSC) is a global forum that brings together payments industry stakeholders to develop and drive the adoption of data security standards and resources for safe payments worldwide.

The Council was founded in 2006 by American Express, Discover, JCB International, MasterCard and Visa Inc. Founding members share equally in governance and execution of the organization's work.

Each incorporates the PCI Data Security Standard (PCI DSS) as part of the technical requirements for their respective data security compliance programs. Founders also recognize the Qualified Security Assessors (QSAs) and Approved Scanning Vendors (ASVs) qualified by the PCI SSC.

*All Information sourced from the official PCI Council Website.

The 12 Rules of Payment Card Industry Compliance

PCI DSS or Payment Card Industry Data Security Standard is a globally accepted set of security regulations designed to protect all companies that accept, process, store, and transmit credit card information.

The primary purpose of the standards is to create a secure environment for payment processing and card data storage. The standards are regulated, monitored, and updated by the PCI SSC, commonly known as the Payment Card Industry Security Standards Council. The council, set up in September 2007, focuses on improving payment security throughout the transaction process.

All payment processors and merchants are responsible to enforce PCI compliance rules on their own and not the PCI Council. PCI compliance is built on 12 rigorous & comprehensive rules.

1. **Network Firewalls – Install and maintain a firewall configuration to protect cardholder data.**

2. **Stronger Custom Passwords – Do not use vendor-supplied defaults for system passwords and other security parameters.**

3. **Data Security – Protect stored cardholder data.**

4. **End to End Data Encryption – Encrypt transmission of cardholder data across open, public networks.**

5. **Threat Detection & Protection – Use and regularly update antivirus software.**

6. **Compliant Hardware & Software – Develop and maintain secure systems and applications.**

7. **Staff Authorization & Access Controls – Restrict access to cardholder data by business need-to-know.**

8. **Certified Access IDs – Assign a unique ID to each person with computer access.**

9. **Secure Storage – Restrict physical access to cardholder data.**

10. **Network Monitoring – Track and monitor all access to network resources and cardholder data.**

11. **System Maintenance & Testing – Regularly test security systems and processes.**

12. **Information Technology Security Policy Development – Maintain a policy that addresses information security.**

Hotel Technology Management - Compliance & Training

Irrespective of type and size, every hotel that accepts card payments and retains guest data should actively seek the assistance of professional hotel technology managers. These specialist highly skilled technology professionals are experienced with hotel tech integrations, and also have sound understanding of the hospitality industry.

There remains a clear absence of academic & professional definitions for who exactly a hotel technology manager is. AHT Inc'.s Director of Information Technology, M.S.Ziaee (CHTP, PCIP, CHE), explains the role as:

"… a hospitality technology manager optimizes information systems and technology applications in hotels, restaurants, and other hospitality businesses to achieve desired business goals.

The hotel technology manager ensures, on an ongoing basis, that computer hardware, software, database management systems, Internet servers & touchpoints, telecommunications, robots, and IoT services are properly installed, configured, tested for optimal performance, compliant for business, and constantly maintained."

Hotel Technology Compliance

Compliance is possibly the most critical process for hotels to bear when they have technology applications integrated. This rigorous process tests the reliability, safety, and stability of hotel technology systems ensuring guest data is secure, hotel technology systems are in ideal health, and their status is future-proofed.

A hotel technology management company will actively ensure that hotel technology infrastructures are compliant with prevailing industry standards. They also recommend policies, practices and tools to ensure the highest standards of security for hotel staff and guests.

As we discussed in the earlier chapter, PCI compliance is the most popular set of rules that most hotels implement. This is primarily due to the sheer number of POS touch points located around properties. What many hoteliers miss out on are the remaining guidelines that suggest the development of a pro-data privacy culture assisted by recommended best practices.

A hotel technology management company assists hotels through Payment Card Industry Compliance Professionals. These certified experts are qualified to assess hotel technology systems, prepare technology scorecards, and make recommendations based on their assessments.

AHT Inc. is on the forefront of PCI compliance services, assisted by our Director of Information Technology, M.S.Ziaee, who is also a PCIP and a CHTP. Ziaee has acted both as PCI assessor and PCI training coach for a number of global brands including Marriott and IHG.

Training

IBM identified in 2019 that staff is the most vulnerable factor for U.S. business when faced with data breaches and hacks. This simply means that like your hotel, staff also require adequate training and education stay updated with popular technology threats.

The PCI Compliance rules establish the development of a documented security training program for hotels, which is regularly overseen and updated. A professional hotel technology manager will ensure that all your hotel technology is compliant, while your staff are trained and ready to manage it.

At AHT Inc. we are active advocates of hotel technology compliance and staff training. As a pioneering hotel technology management company we have delivered training and compliance services to the largest hospitality organizations including Marriott, Hilton, IHG, Wyndham, and Choice Hotel groups.

AHT's updated training programs are designed to educate hotel staff & management personnel about the complex handling privacy and cybersecurity in hotels. Our leading compliance training course delivers updated information recommended by the PCI council, these include:

- **The Purpose Of The PCI DSS Framework And Rules For The Protection Of Cardholder Data.**
- **PCI DSS Compliance Objectives And Goals.**
- **Benefits Of Being PCI Compliant.**
- **Understand The Enforcement By The PCI Council.**
- **Compliance Of Merchants And Vendors.**
- **Summary Of The 12 PCI-DSS Standard Requirements.**
- **Implementation Of PCI DSS Requirements.**
- **Incident Response & Reporting**
- **Use Of PCI DSS Documentation & Training Toolkits.**
- **Maintaining Compliance And Regular Audits.**
- **Understanding Secure Communication.**

Advanced Hospitality Technologies Inc.

We envision delivering leading-edge technology solutions for remarkable guest experiences while delivering
sustainable proven value*.*

About Us

Advanced Hospitality Technologies Inc.is a US-based technology management company headquartered in Fremont, California. Our specialist management, support, and engineering teams assist hotels across the USA. We have been honored to have partnered with some of the biggest hospitality brands including Marriott, Hilton, IHG, Wyndham, and Choice Hotels.

At AHT Inc. we persevere to deliver "sustainable prove value" to our customers through our professional services. Our proficient team of versatile engineers and technology managers brings together almost 30 years of experience in the industry. We keep technology simple, secure every technical touchpoint, and provide cross functional support to elevate the hospitality business.

AHT Inc. constantly innovates its offerings by investing in new ideas, technology trends, and best practices. Being one of the pioneers of hotel technology management our team has built proven value across hotel project management, onsite & offsite support, vendor management, technology budgeting, PMS integrations, PCI compliance, and guest technology experience management.

Our Services

AHT Inc. is an "end to end" hospitality technology management & solution provider with world class expertise in hotel new build technology contracting & renovations, cybersecurity & compliance, and support solutions.

Hotel New Builds & Renovations

- Hotel General Contractors of Technology
- Core Infrastructure Design & Redesign
- On-site installation & Maintenance

Hotel Technology Management

- Cybersecurity Risk & Business Assessment
- Front Office & Back Office Support
- Guest Technology Experience Management

- **PCI-SSS Simple Secure Solution**
- **PCI Employee Training**
- **P.I.I. & Data Security Management**
- **24x7 Monitoring and Alerts**
- **Remote Technical Support**
- **Onsite Technician Services**
- **Electronic Policy Management**
- **Technology Vendor Management**
- **Technology Planning and Budgeting**
- **Technology Project Management**
- **Managed Business Center**
- **Guest Internet Support**

Hotel Technology

Management & Compliance in 2021

510.900.5990

Email: info@advhtech.com

Website: www.advhtech.com

ADVANCED HOSPITALITY

TECHNOLOGIES