

Technology solutions for the **hospitality** Industry



Hospitality

As hospitality professionals, you know that your guests demand top-notch experiences that will keep them coming back for more. In these challenging economic times, it can be difficult to deliver those experiences while also managing your operational costs and keeping your staff happy. With C&W Business Hotel 360 you'll have access to a solutions portfolio that has been specifically designed to help hoteliers like you differentiate yourselves in a sustainable way, providing you with everything you need to give your guests unforgettable experiences that will turn them into repeat customers.

The new normal

Following a rough couple of years, the Caribbean hospitality industry is on an upswing, with most Caribbean countries showing full RevPAR recovery in 2022 alongside rising occupancy rates. However, with success comes new challenges, and many hoteliers are now struggling to keep up with staff recruitment needs and shifting customer expectations. C&W Business is here to help you navigate this new landscape with a suite of tools that provide the key to keeping your rooms full, your guests excited, your costs down and your staff happy.

Moving beyond "Keeping the lights on"

Key findings



Retain your workforce

Per Shiji Insights, 70% of hoteliers in the Caribbean are reportedly struggling to find staff and retain their workforce. 60% said that they are offering higher wages to attract their employees.



Improving operational efficiency

In the face of staffing shortages, it's more important than ever to enable your staff to be more productive and effective while serving your guests.



Maintaining security

Hospitality is among the top three industries most vulnerable to payment card breaches and phishing attacks on hotels increased 51% YOY following the pandemic.



Meeting new guest expectations

Key findings



New expectations

Travelers are now in search of rich and meaningful experiences.



New travel trends

'Bleisure' travel is a growing trend and hotels are investing in attracting the new "digital nomads".



A shift in guest satisfaction

In-room experiences have a major impact on guest satisfaction, with 77% of guests expecting attractive amenities.



Wi-Fi is king

According to Comcast (2021), 84% of travelers base their booking decisions on wireless connectivity and 36% won't return to a property if they had a bad experience with a hotel's wireless network.

Our hotel 360° solutions

Monitoring Platform (new cutting edge solution)

Provides access to a dedicated hospitality support team, that prioritizes your needs and adds visibility to the lead helpdesk resource in prioritizing availability.

Managed security



Protects your guests' data privacy around the clock, allowing you to safely handle their credit card information.



A suite of reliable, flexible, and effective security solutions that provides comprehensive application protection through real-time monitoring.



Security consulting services to assess vulnerabilities and design a robust security strategy that addresses your cyberthreat concerns.



IPTV

- An engaging TV service that delivers in-room entertainment experiences with an at-home feel.
- A variety of options to create richer guest experiences, including a smart TV menu system, exciting new service options, and advanced viewing features.

Connectivity

- Improved access to cloud services and better internet speeds for your guests and staff.
- Quick to deploy, easy to scale, and customized to provide the best possible user experience.

Managed Wi-Fi

- A complete dashboard to review in real time the performance and traffic of the network.
- For those remote workers a monitored connections through a VPN.

Digital signage

- Is a marketing tool designed to visually connect with visitors, guests and employees through a dynamic, attention-grabbing digital delivery system with videos and static images.

At **C&W Business**, we partner with technology stakeholders to accelerate and support enterprises and governments. Our comprehensive suite of streamlined, scalable, and secure I.T. solutions are designed to enable effective digital transformation. We are proud to operate the largest and best-performing network in the Pan-Caribbean region, providing a solid foundation for your success.