

## why eNetworks? ▶ passionate ▶ relationship driven ▶ reliable

### We're best

- ▶ We deliver a 5-star Wi-Fi service in over 1,200 hotel bedrooms in South Africa
- ▶ We have been providing Internet Access in South Africa since 1999
- ▶ We have the highest quality Hospitality Wi-Fi service in South Africa (source: Independent survey by CHK Solutions)
- ▶ We are Level 3 B-BBEE Contributor

### We're flexible

- ▶ You can offer complimentary access to guests or charge guests for premium access
- ▶ We can integrate with your hotel management system such as Micros Opera™
- ▶ Flexible charging models for conferences



### We're secure

- ▶ We are licensed by ICASA
- ▶ We are a member of ISPA
- ▶ Guest-only access to network
- ▶ Highest industry & legal standards
- ▶ Record-keeping & law-enforcement requirements

### We work

- ▶ Our systems run 24 x 7 – it is our livelihood
- ▶ We offer on-going support and training
- ▶ Dedicated Account Manager
- ▶ Regular, automated usage reports

### We deliver

- ▶ eNetworks Technical Support on all equipment - less troubleshooting for your staff
- ▶ Collaborate and train your IT Support personnel or preferred SLA partner
- ▶ 24 x 7 monitoring of your network



eNetworks is a Level 3 B-BBEE Contributor

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## eNetworks Hotel Wi-Fi

We install and manage a high-speed Wi-Fi hotspot in your hotel. In most modern hotels, guests expect (and we recommend) that the service is available throughout the entire property. However, we can also facilitate smaller deployments where appropriate, concentrating on your public spaces and conference venues.

We know that every hotel is different and so our service provides the widest range of billing options available, allowing you to offer complimentary guest access, pay-per-use or a mixture of both.

### Our service allows you to comply with relevant legislation, including

- Data protection
- ICASA licensing regulations
- Data Retention directive
- ISPA guidelines

This helps protect you from liability or prosecution if guests or passers-by use your service for illegal activities.

eNetworks Hotel Wi-Fi features a “portal” page customised for your hotel that every user sees when they access the service. This helps reinforce your branding and offers you additional marketing opportunities. We integrate with marketing companies to offer you brand consistency, yet ensure that every hotel retains its own identity.

## eNetworks eSpot

Traditional Wi-Fi services forced hotels to order and maintain a stock of paper vouchers. eNetworks eSpot allows you to create vouchers for your guests on demand using our secure online system. Our system creates PDF files that are printed on a dedicated till-slip printer with auto-guillotine cut, or on your hotel's letterhead paper. The page also contains full instructions for logging on, making the process even easier for your guests.

eNetworks eSpot also gives you full historical reports, including monthly and daily summaries, audit information, etc.

eNetworks gives you everything you need to offer a 5-star Wi-Fi service to your guests - reliability; speed; customer support and full flexibility on charging models.

## eNetworks eFusion

If you require even greater flexibility in how you charge for Wi-Fi, and more convenience for your guests, eNetworks eFusion is for you. In addition to all the benefits of eNetworks Hotel Wi-Fi, this product provides full integration with your Property Management System (PMS) so guests can charge their Wi-Fi directly to their bill or have it zero-rated in accordance with their room rate. Guests simply enter their last name, booking reference and room number for instant access to the Internet.

## eNetworks Integrate

If you already have data ports in your guestrooms, eNetworks can use the same state-of-the-art billing and customer management system to give your guests access to wired broadband. By providing a seamless wired/wireless experience, a guest can choose the method of access that works best for them.

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# WHAT WE DO FOR YOU

Once the eNetworks service goes live in your hotel, we keep working for you every month. Here's how:



## Staff Training

Once the service is live, we will arrange to train all relevant staff. This will enable them to provide basic information to guests who wish to avail of the service.

This is not only important for front-office staff; your sales staff also need to have enough information to make them confident in selling the service and your hotel to corporate and conferencing clients.

To ensure that staff are always up to date and new staff are brought up to speed we schedule regular "refresher" training sessions with you.

## Purchase Flexibility

We offer flexible cost models.

**CAPEX-OPEX model:** The hotel can purchase the equipment outright and incur a small occupancy-based running cost.

**OPEX-only model:** The hotel runs the entire solution on an occupancy-based running cost with a nominal installation once-off labour cost.

## Technical Support

Our engineers are available to help your IT partner or IT staff 7 days a week. We don't outsource our support or use foreign call centres.

Support is provided by eNetworks engineers who are involved with the installation and maintenance of our hotspots to ensure that they're familiar with the details of our locations.

We are technical people at heart, so we leave the guest-support to people who can deal with GUESTS!

## Usage Reports

Every 2 months your account manager will send you a detailed report showing the level of Wi-Fi usage in your hotel each month along with an analysis of your hotel's traffic patterns and suggestions on how to increase usage.

As South Africa's leading hospitality Wi-Fi provider, we'll make sure that your guests have a true 5-star Wi-Fi experience - leaving you to concentrate on other things!

## 24 x 7 Monitoring

We constantly monitor each piece of equipment on our network to ensure your guests get the best possible service.

## Dedicated Account Manager

As an eNetworks Hotel Wi-Fi partner you will have a dedicated account manager assigned to you.

He or she will be your primary point of contact and will be available to deal with any issues you may have; arrange training for your staff; and visit the hotel to meet with you on a regular basis.

## Point of Sale

We supply you with a range of marketing collateral to make guests aware that your hotel has a Wi-Fi service.

This includes in-room tent cards; signs for the common areas and information leaflets.

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