

LodgeNet Broadband Support & Training



Broad based **training, certification** and **expertise** through **Microsoft, CompTIA, Dell, Cisco** and others.

95% of all support issues are **resolved on the first call.**



To learn more
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LodgeNet's broadband Internet solutions extend beyond hardware and software. We also include 24x7 toll-free phone support along with face-to-face hotel staff training and nationwide on-site service through the industry's largest employee-based network of field service technicians.

BENEFITS

- Provides a better Internet experience for your guests and corporate clients.
- Creates higher potential revenues from maximized system uptime and more satisfied users.
- Allows employees to spend more time in positive guest interaction and less time on Internet service issues.
- Incorporates staff who understand your Internet services and can help promote them to current and potential guests.

KEY FEATURES

- Broad-based training and expertise: Supporting Cisco®, Centrinio®, Enterasys, Linksys®, Motorola, Ruckus, Colubris, and more.
- One-call resolution: Routing and escalation protocols efficiently direct calls to the person(s) who can help.
- On-site service: A nationwide network of more than 300 professionals, trained and ready to provide the personal service you expect from LodgeNet.
- 100% U.S. based contact center: All phone support is based in the continental United States.
- Multilingual capability: Spanish and French speaking Contact Center representatives are available to assist non-English speaking hotel guests and staff.
- Remote monitoring of visitor based networks (VBNs): To detect and remedy VBN issues before they impact your hotel.
- Personalized staff training: Standard with every installation and supported by comprehensive online reference resources.