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SolutionInc

MANAGED Wi-Fi

FOR VACATION RENTALS



WHAT WE DO

IDENTIFY YOUR BUSINESS OBJECTIVES

- Streamline inefficiencies
- Increase direct bookings
- Standardize tech stack
- Grow brand awareness
- Scale portfolio

IDENTIFY APPLICABLE TOOLS & SOLUTIONS

- Upload to CRM & PMS
- Identify efficiencies with Internet Service Providers
- Offload guest technical support
- Installation services

IMPLEMENT YOUR CUSTOMIZED SOLUTION

- Managed Wi-Fi
- Guest support services
- Installation services
- ISP management
- Custom integrations to CRM, PMS, smart home
- TV solutions

ENSURE YOU ARE SATISFIED

- Customer success calls
- Fix any outstanding issues
- Sign off on successful projects
- Consolidated internet billing
- Consolidated cable billing
- Packaged service billing

WE INITIATE ONGOING SUPPORT & MANAGEMENT

- Regular customer success calls
- Monthly touchpoints with sales representative
- Managed Wi-Fi includes proactive outage notifications
- 24/7/365 support desk access (technical & otherwise)

WHAT WE DO NOT DO



Compete with your PMS, marketing automation tool, or marketing/sales consultant



Capitalize on your busy schedule or lack of technology experience



Send you a kit that relies on your team to complete the installation



Utilize someone else's software so you have no control



Walk away when you are set-up and operating



About SolutionInc

We were founded in Nova Scotia, Canada, in 1997 with the vision of providing simple access to the Internet on public networks.

Today, we provide world-class managed in-suite technology solutions for Vacation Rentals, Short Term Rentals, and Multi-Dwelling Unit organizations.

Using our patented solutions and experienced staff, we have the knowledge and experience to create and manage outstanding guest and tenant entertainment solutions.

Providing you and your guests with excellence is what we strive for every day.

We have a reputation as innovators with our customers, partners, and industry cohorts and have played an integral role in shaping the hospitality technology industry.



Solution Overview

The Vacation Rentals, Short Term Rentals, and Multi-Dwelling Unit business is becoming increasingly complex, competitive, and tangled, likely causing you and your team stress.

We alleviate the stress of implementing and managing new technologies by taking a holistic approach to understanding your business objectives and customer experience goals.

We match your goals with our Wi-Fi and entertainment technology or that of our partners to provide you with a successful solution.

With more than twenty-five years in the traditional hospitality industry, we have the experience and expertise to offer you a high-calibre product that is customized to your needs.

From branded Wi-Fi with guest email collection methods to television packages offering consolidated billing to our professional installation services to make it all happen smoothly, you will be confident that our team will provide your guests and staff with a stellar experience.



IDENTIFY YOUR BUSINESS OBJECTIVES



Streamline Inefficiencies

Perhaps you spend too much time on the phone with Internet Service Providers (ISPs), or your accounting department struggles to consolidate your accounts – these are all examples of HR inefficiencies we will assist you with.



Increase Direct Bookings

We know that Online Travel Agents (OTAs) are capturing much of your bookings, and as a result, you are paying them hefty fees. Capturing guest data through your Wi-Fi allows you to re-market to these individuals and get them away from OTAs, positively impacting your bottom line.



Standardize Tech Stacks

Having mismatched technology, particularly when acquiring other organizations or existing rental units, increases your risk to problems. Without having confidence in your technology solutions, guests may receive a different experience at different properties, making them hesitant to book with you again.



Grow Brand Awareness

Many professional management companies are looking for ways to differentiate themselves from OTAs and communicate their unique brand promise. Ensuring each guest touchpoint builds on your brand is imperative.



Scale Your Portfolio

Growth comes in many forms, and we work to support them all. Whether you want to grow your unit count, move into larger buildings, or attract more owners, we are your partner to ensure your growth strategy is supported and seamless.





IDENTIFY TOOLS AND SOLUTIONS



Efficiencies with Internet Service Providers

We work with ISPs to get you the best rates and packages, and coordinate your installations, giving you newfound time to focus on priorities.



Guest Email Address Collection

Using our patented and proven Wi-Fi captive portal technology, we offer you endless options to collect guest data to utilize for re-marketing purposes.



Installation Services

Whether you struggle to find educated and experienced Wi-Fi installers, do not understand why a signal may be poor in a building, or simply can't get your hands on proper hardware, we are here to assist you with making your installations smoother and easier.



Upload to CRM & PMS

Sharing data between systems is imperative for business growth and optimizing business operations. As one of the largest integrators in the hospitality industry, we can connect to any platform you need.



Offload Guest Technical Support

Dealing with guest technology needs can be tricky and time-consuming. Handing this off to our experienced triage team ensures your guests get connected, and your team is not preoccupied with guest calls.





IMPLEMENT YOUR CUSTOMIZED SOLUTIONS



Managed Wi-Fi

Our branded guest Wi-Fi service provides you with fully customizable Internet and Wi-Fi for your guests, much like they expect in a traditional hospitality setting.

See next page for detailed information.



Internet Service Provider Management

Working with Internet Service Providers (ISPs) can be time-consuming and challenging and may require technical expertise. We know that in a world where you balance multiple things, you (and your team), do not have hours to spend on the phone with an ISP.



Project Management

Our project managers ensure that all customer needs are met within timeline and budget constraints. This service focuses on identifying your desired outcomes and ensuring they are achieved most effectively.



Network Implementation

Your on-site managers may not have the time, expertise, or tools to properly install the necessary hardware to execute a properly distributed Wi-Fi network. Executing the network poorly could give you negative online reviews.



Custom Integrations

We have over 40+ industry integrations, including PMS, POS and credit card processing systems. Connecting to your critical systems to communicate guest information, automate marketing notifications, or send push notifications is important to your business growth strategies.



Professional TV Package

Our full-service entertainment package offers you a cable TV package with a single provider nationwide in Canada and the USA. Our professional management solutions ensure consistent and reliable service for your guests, just like a high-end hotel.



Site Surveys & Assessments

Our CWNA-certified technicians will provide a predictive, off-site recommendation plan based on the customer's blueprints or an on-site recommendation plan based on a physical visit to the site.

Managed Wi-Fi

Our branded guest Wi-Fi service provides you with fully customizable Internet and Wi-Fi for your guests, much like they expect in a traditional hospitality setting.

Our service ensures reliability, stability, and quality services for your guests. With our extensive experience with hospitality and multi-dwelling units around the world, we are intimately aware of the unique challenges posed by this industry.

Network Creation and Management



Creation and separation of an Owner Network, Admin Network, and Guest Network. This allows Wi-Fi access for different users and systems, with different security and onboarding protocols depending on user needs. Owners may require a simplified onboarding process, allowing them to add personal devices, whereas the administrative network would focus on protecting smart home and operational devices.

Custom Splash Page



A custom splash page for Wi-Fi onboarding that matches the brand requirements of the business, along with specific terms and conditions matching the guests' expectations at the property.

Custom Redirection



Custom redirection upon Wi-Fi authentication, sending the guest to a website, app, or system that allows them to engage further with your brand. Consider sending them to a concierge app to better curate their stay or a page with frequently asked questions to cut down support calls - the options are endless.

Guest Data Collection



Guest data collection, empowering the property group to collect data for remarketing purposes. Everyone who stays at the property will receive marketing information through their email.

Additional features include:

- Our verified email address functionality, ensuring the data is not fake.
- Our custom integrations, which send this data to your CRM, marketing tool, or PMS.
- Stay up to code with email practices by requesting that guests opt-in to specials and information about your company.

Analytics Dashboard



Access to a Wi-Fi network usage dashboard showcasing the usage statistics of the service. Make business decisions or advise owners on Wi-Fi service packages by using real-time and historical data.

Hardware Agnostic



Our Managed Wi-Fi service requires a piece of commercial hardware called an Access Point. With 25+ years of experience, we have chosen to pursue a hardware-agnostic path.

We have three Wi-Fi hardware service options available:

1. Take it Away Option: Engage with us to purchase and amortize your hardware costs - a cost-effective solution for your business. We have multiple hardware partnerships and can purchase at a discounted rate. With no allegiances to vendors, we choose what's best for you.
2. Takeover Option: Keep your existing hardware and provide our team with the credentials to monitor and manage to ensure optimal uptime for your guests. Consider allowing us to purchase new hardware or stick with your own purchasing team.
3. Simplified Option: Continue to monitor and manage your Wi-Fi hardware and allow us to engage on a "simplified" engagement, providing you with our Wi-Fi splash page and data capture to ensure you are always collecting guest data.



ENSURING CUSTOMER SATISFACTION

SolutionInc strives to provide the best Wi-Fi coverage in every property we install and manage.

Our customer success management team will ensure your installations are successful, and they do this in many ways.



Regular Customer Success Calls

We constantly communicate. We all know that technology can be challenging, and new unforeseen issues could arrive every day. Our team works diligently to prevent problems, but if we do encounter them, you can be sure we will take your call and help you through the process.



Fixing Any Outstanding Issues

Ensuring you are involved in every step and decision like we are an extension of your team. We want to be your trusted advisor, and transparency is a key component of this.



Consolidated Billing

We know the headaches associated with managing multiple internet or cable bills – especially when these service providers may vary based on geography. Allowing us to take on this burden ensures your team has time to focus on other priorities.



Signing Off On Successful Projects

Allowing you to choose the solutions that best suit your needs and add to those later, if needed. Our service packages are customizable because we know our customers are not “one size fits all.”



WE INITIATE ONGOING SUPPORT & MANAGEMENT

WE SUPPORT YOU



We believe in transparency, communication, and ensuring our customers are involved every step of the way. Through regular customer success calls, monthly touchpoints with sales representatives, and our active support desk, you will have confidence in being supported by SolutionInc.

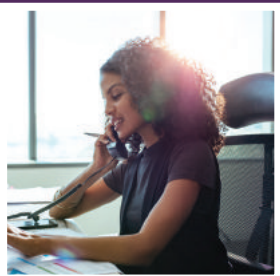


User Support Services and Technical Support Services



Proactive Monitoring and Alerting

Our Proactive Monitoring and Alerting help you to keep your critical guest amenities live and operational. With our automation technologies, we will monitor your Wi-Fi network to work towards solving the problem before any guest realizes it.



Monthly Touchpoints

We stay in touch! We ensure you're happy holistically & getting everything you need from the service. We also identify opportunities to make your life easier.

USER SUPPORT

Our Support Services provide your guests with a 24/7/365 help desk to assist them in getting connected to your Wi-Fi network. This allows your on-site team to focus on delivering a quality experience for your guests instead of delivering technical support. This service is typically offered through 1-800 telephone or email support.

TECHNICAL SUPPORT

Our Technical Support Services provide your staff with a technical 24/7/365 help desk that helps them ensure maximum uptime and a timely remedy for issues. Our standard support contract provides the technical or non-technical team at your location with access to technical assistance for their network related issues. The SolutionInc support team will triage all requests according to priority and the success of the service is measured based on the service level agreement outlined below. This support desk is available 24/7/365 for Priority One issues.



Why Choose SolutionInc?

Vacation Rental, Short-Term Rental, and Multi-Dwelling Unit properties are dominating the hospitality industry. This emerging market has few industry standards for providing Wi-Fi services to guests, which makes it challenging to know how to best serve them.

We Stay Current

We are passionate about the guest experience, and we take pride in being market-centric and in-tune with the industry of guest and public Wi-Fi. We have multiple CWNA-certified team members, we own our technology and have multiple patents, and service customers in 14+ industries. Wi-Fi is our passion, and we do everything in our power to stay current worldwide, so you have an edge.

We Are Consistent

Our average employee tenure is over 10 years, and many have worked with networks before Wi-Fi even existed. Our company has survived the Dot Com boom, the scare of Y2K, COVID, and every other situation we've faced – and we are still here to provide our customers with service.

We Improve Operations

Our service offering is more than just a piece of hardware that you install and manage; we focus on improving your operations through consolidated billing, project management, and proactive monitoring. Working with us means making your life easier.

We Offer Quality Solutions

We believe in our solutions, the hardware providers we integrate with, and the partners we select. Our vigorous screening process ensures you receive quality services to delight your guests.

We Are Global

We have worked globally in 50+ countries with many diverse companies and offer this experience as an extension of your team. Utilize our expertise to ensure your business is operating at its best.



OUR MISSION

We believe in simplifying the complex nature of network technologies by providing a globally trusted, secure, and diverse suite of products.



SolutionInc



SolutionIncLtd



SolutionInc



SolutionInc

OUR VISION

We want to nurture innovation, trust and diversity amongst our team to create unique solutions to changing market needs.

Our team is available to help you to improve your technology operations and grow your business. We want to cultivate a lasting and trusted relationship with you and take your business engagement with us very seriously. Contact your sales executive for more information about how we can and will assist you.



CONTACT US



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