

Upgrade Your Internet Services. Increase Your Customer Satisfaction.

Events are more meaningful than ever, and meeting planners are focusing on creating more immersive and engaging experiences that require additional AV equipment and internet bandwidth. Presenters are utilizing more demanding multimedia presentations, and guests expect to use two or three devices at a time. Hoteliers who offer the best internet services, including the most reliable network, will keep planners and guests the happiest.

42%

of meeting planners will not consider a venue without an internet performance guarantee*

Differences Between Encore Internet Services

CONNECTION SERVICES (CS) These services supplement a hotelier's current network with onsite customer sales and support	MANAGED NETWORK SERVICES (MNS) This more robust solution includes complete management and customized support
✓ Onsite sales	✓ Onsite customer-facing sales help to upsell services
✓ Customer technical support	✓ Customer technical support
✗ Management	✓ Full management of all aspects of the event network
✗ Monitoring	✓ Post-event bandwidth reporting
✗ Customizations	✓ Event-specific customizations
✗ Break/fix support	✓ Break/fix immediate team response
✗ Equipment support	✓ 24/7/365 network management – supported by Event Network Operations Center
✗ Network design	✓ Dedicated and dynamic bandwidth
✗ Installation	✓ Event-specific security solutions

✓ **Provided by Encore**

✗ **Provided by hotel IT team or hotel-contracted network service provider**

Key Advantages of Managed Network Services

Drive More Revenue

Choosing Encore as the single provider for Managed Network Services and AV technology helps hoteliers stand out by delivering maximum bandwidth and satisfaction — which drives higher revenue and ROI. Not to mention, it simplifies the customer experience. Our teams have the expertise, equipment and training to help you sell enhanced internet services and customized solutions.

Deliver Peace of Mind

A single provider partnership leads to a more integrated approach.

Event Network Operations Center

Available 24/7/365 for network/bandwidth support and maintenance to ensure your customers' events run smoothly.

Internet Customization and Reporting

Always-on internet reporting available to share the impact of custom bandwidth support for events.

Event-Specific Security Solutions

Private VLAN, hidden SSID, and password protection with WPA2/WPA3 passkey guaranteed.

Boost Your ROI

Craft Amazing Events

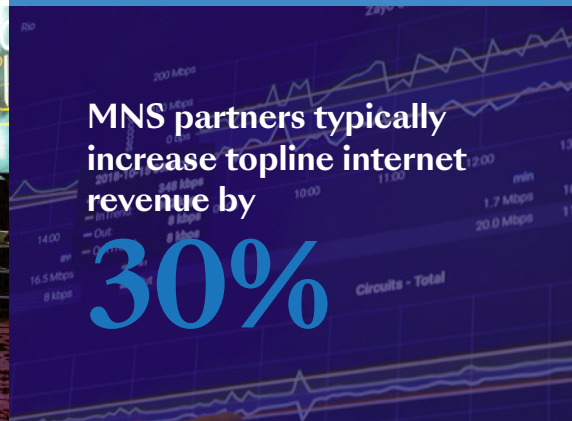
The best internet service gives customers the power to unleash their creativity and engage attendees in a memorable experience.

Minimize Credits

Managed Network Services ensures reliability and reduces credit disbursements and dissatisfaction due to network issues.

Maximize Satisfaction

Managed Network Services leaves meeting planners and guests happy and eager to return.



Contact your Encore representative to get started: internet@encoreglobal.com