SINGLE DIGITS SERVICES

YOUR BUSINESS. ONE NETWORK.

Single Digits is a premier network operator.

But we do more than just operate networks. We simplify our clients' lives with our unique approach:

- **One single network** - We design and install a single network capable of handling the traffic of all of your applications over wired or wireless internet.

- **One point of contact for support** -   No matter the issue – for you or your guests - our engineering and support teams can solve it. We have expertise troubleshooting all types of operating systems, applications, hardware, and devices.

- **One easy interface** – Clients have visibility into their network (users, revenue, trouble tickets) with our cloud-based software.

- **One network operator** - Our software is linked to an array of partners from whom you can benefit.

Our approach provides property owners control over their network and the flexibility to take advantage of new revenue opportunities, while reducing their IT spend.

Single Digits is a premier network operator.

Converged IP Networks

Key Differentiators

- Only one network is needed for all of your applications
- Vendor agnostic IP Network Design and Engineering
- Increase capacity of network by up to 20x.

We design and install a single network capable of handling all of your applications over wired or wireless internet.

This means you only need a single network.

Whether you need to repurpose and transition your existing network or install new 802.11n equipment, our nationwide network engineering team can manage even the most complex configuration and installation projects.

Guest Internet Support

We are there for your guests 24x7x365 as an extension of your property with three levels of support:

Tier 1: Our call center staff connects your guests to the internet ASAP. No matter the device or time of day.

Tier 2: The engineers at our Network Operations Center field calls from your staff and troubleshoot the physical, data, network, and transport layers of your infrastructure remotely.
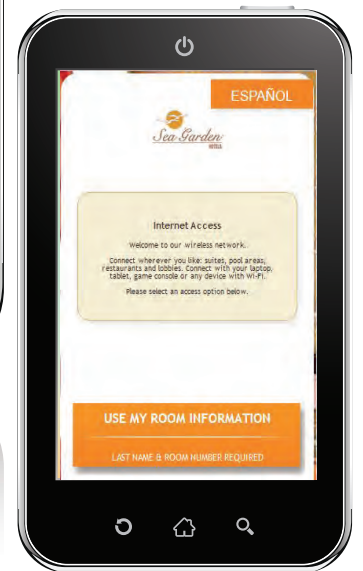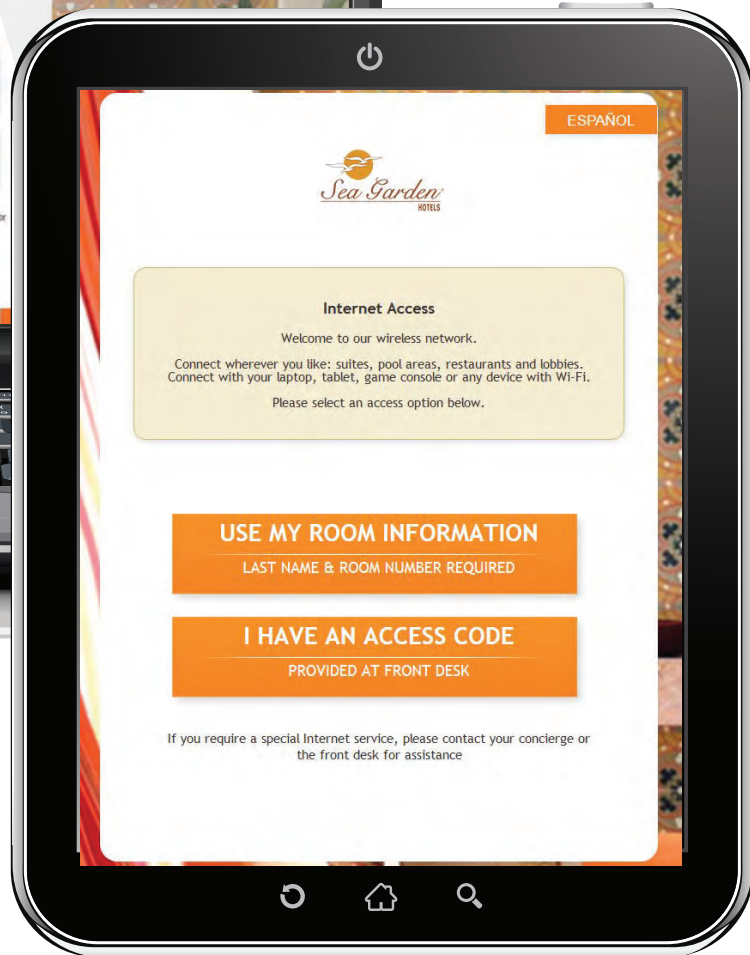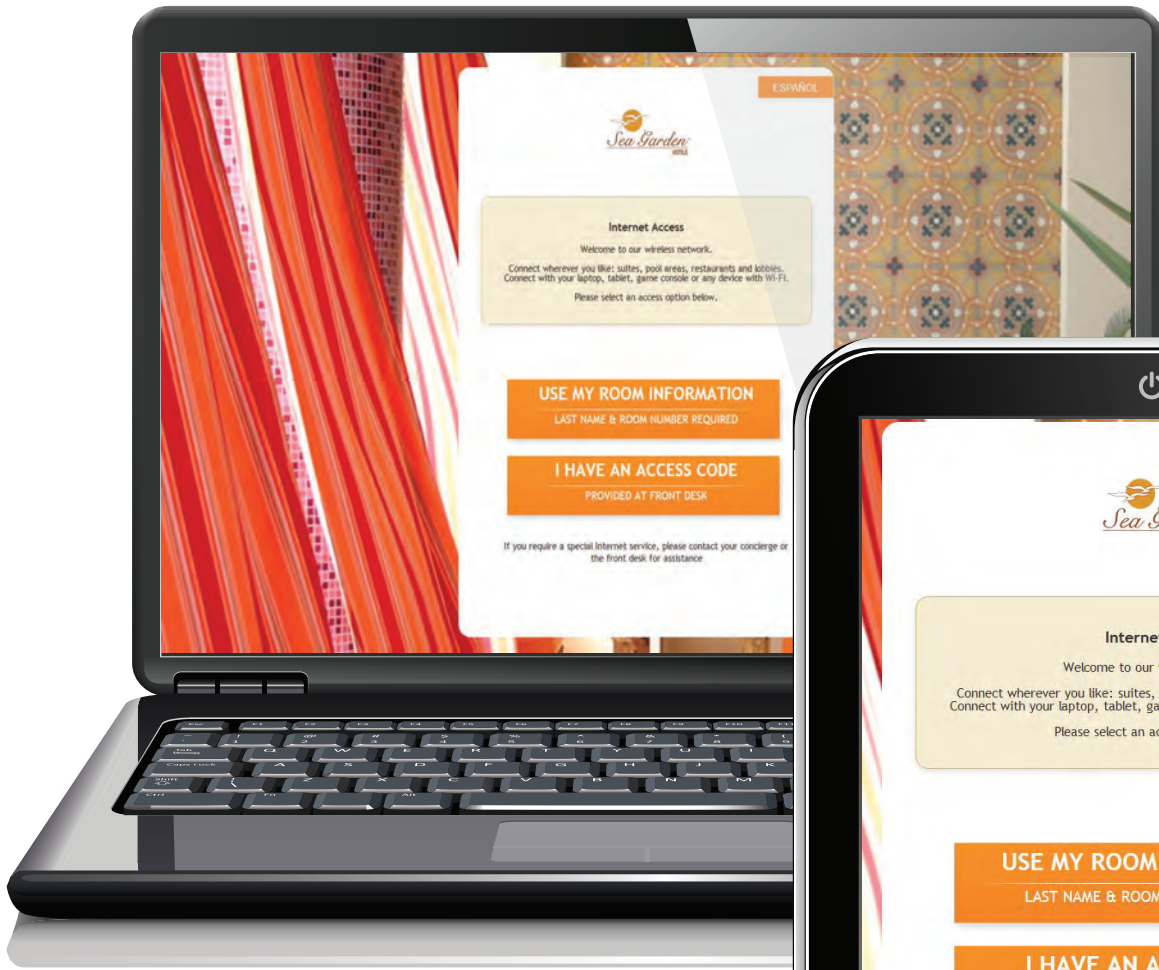
Tier 3: Our nationwide network of local partners is on call to service equipment on site within ___ hours.

Key Differentiators

- 100% US Based

- Highly trained staff in both technical resolution and customer care

- 24x7x365 Bilingual Support

- Customizable SLA's and branded greetings

- Our software monitors network proactively manage problems

- First call resolution rate >90%

Laptop screen:

ESPAÑOL

Sea Garden
HOTELS

Internet Access

Welcome to our wireless network.

Connect wherever you like: suites, pool areas, restaurants and lobbies.
Connect with your laptop, tablet, game console or any device with Wi-Fi.

Please select an access option below.

USE MY ROOM INFORMATION
LAST NAME & ROOM NUMBER REQUIRED

I HAVE AN ACCESS CODE
PROVIDED AT FRONT DESK

If you require a special Internet service, please contact your concierge or
the front desk for assistance

Tablet screen:

ESPAÑOL

Sea Garden
HOTELS

Internet Access

Welcome to our wireless network.

Connect wherever you like: suites, pool areas,
restaurants and lobbies. Connect with your laptop,
tablet, game console or any device with Wi-Fi.

Please select an access option below.

USE MY ROOM INFORMATION
LAST NAME & ROOM NUMBER REQUIRED

I HAVE AN ACCESS CODE
PROVIDED AT FRONT DESK

If you require a special Internet service, please contact your concierge or
the front desk for assistance

Phone screen:

ESPAÑOL

Sea Garden
HOTELS

Internet Access

Welcome to our wireless network.

Connect wherever you like: suites, pool areas,
restaurants and lobbies. Connect with your laptop,
tablet, game console or any device with Wi-Fi.

Please select an access option below.

USE MY ROOM INFORMATION
LAST NAME & ROOM NUMBER REQUIRED

Authentication & Captive Portal Services

Our cloud-based software connects to each property's PMS to enable us to authorize, authenticate, and provide accounting for all guests who log into the internet.

Clients can customize their guest experience on the portal page, pull reports, and update service delivery.

The software also hooks to third party databases to provide clients with ways to monetize the traffic on their network.

Key Differentiators

- Customized guest experience
    - o Portal look and feel
    - o How guests are charged
    - o What VIP's experience
- Brand aligned
- Can feature third party authentication and advertising
- Scalable to support tens of thousands of concurrent users in a single building

Conference Support Services

Key Differentiators

- Pre-event consultation

- One monthly flat fee

- 100% US Based Priority Support Line

- High Density Equipment

- On-site support

- Custom portal pages

We consistently provide world-class conference support to the biggest brands.

As your IT partner we help you throughout the sales process to ensure a positive experience for your customer while generating the most revenue possible from your meeting space.

We then configure the network and handle all your customer needs, changes, and challenges for one flat fee.

About Single Digits

- 2100+ clients including 7 of the top 20 largest hotels worldwide

- 300,000+ hotel guest rooms leveraging solution

- 60 Million+ authentications annually

- Approved provider with IHG, Marriott, and Starwood

- 2013 Platinum Award in Gaming & Hospitality

- 2013 New Hampshire High Tech Council Product of the Year