

Hospitality Wall-to-Wall Edge Observability, Business Continuity and Customer Satisfaction

New technologies are transforming guests' experience within the modern hospitality industry. From contactless payment and online ordering to self-service checkouts and Wi-Fi services, these innovative solutions are providing customers with better experience over their stay, followed by strong loyalty and more revenue.

At the heart of this digital transformation lies a vast of modern and legacy technologies, from point of sales to smart kiosks, all of which need to be carefully monitored to ensure optimal performance. Unfortunately, the complexity and distributed nature of these systems make them difficult to manage, and any downtime can lead to lost revenue, reduced guest satisfaction, and diminished loyalty.

To address this challenge, hospitality enterprises need a comprehensive monitoring and management platform that provides total observability of all IT and OT edge devices, including network infrastructure, building management systems, and guest-facing applications.

With Centerity CSM², any hospitality organization can achieve:

- Up to 60% reduction in technical tickets opened by staff
- Auto-Remediation of 40% of technical failures without human intervention
- Comprehensive asset inventory management and change tracking.
- Corporate management of real-time SLA data
- Up to 75% Reduction in overall mean-time-to-repair
- Improved system uptime
- Increased staff productivity and efficiency
- Reduced capital and operating expenses

Partnering with Enterprise Organizations and MSPs

Centerity CSM² also works with enterprise organizations and MSPs to drive unique value for their business by providing the most comprehensive monitoring solution for their hospitality customers. We provide our MSP partners with go-to-market support and solution training so they can help their customers turn their distributed edge data into a valuable asset.

Book a demo today at www.centerity.com

Wall-to-Wall **Monitoring,** Auto-Remediation, and Asset Management for Hospitality.



Ordering
Kiosks



Electronic
Signs



Point of Sales &
Peripherals



Soda
Dispensers



Smart
Appliances



Store Network
& WiFi



Back of Store
Servers



Security
Cameras



- Real-time IT/OT Monitoring
- Inventory Tracking & Management
- ~50% Fewer In-store Tickets
- Automatic Remediation
- Up to 60% OPEX Saving
- Real-time Business Service Level