The Complete Guest Journey.
Unlocked.

Hoteza HSIA

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Hoteza High-Speed Internet Access solution provides a perfect way of equally distributing & managing your connection. Without any complex authentication processes or lengthy forms to fill out, your guests can jump to using the Internet effortlessly. Our solution ensures quick & seamless connection for every guest & gives them a chance to connect to more than one device through a single login.
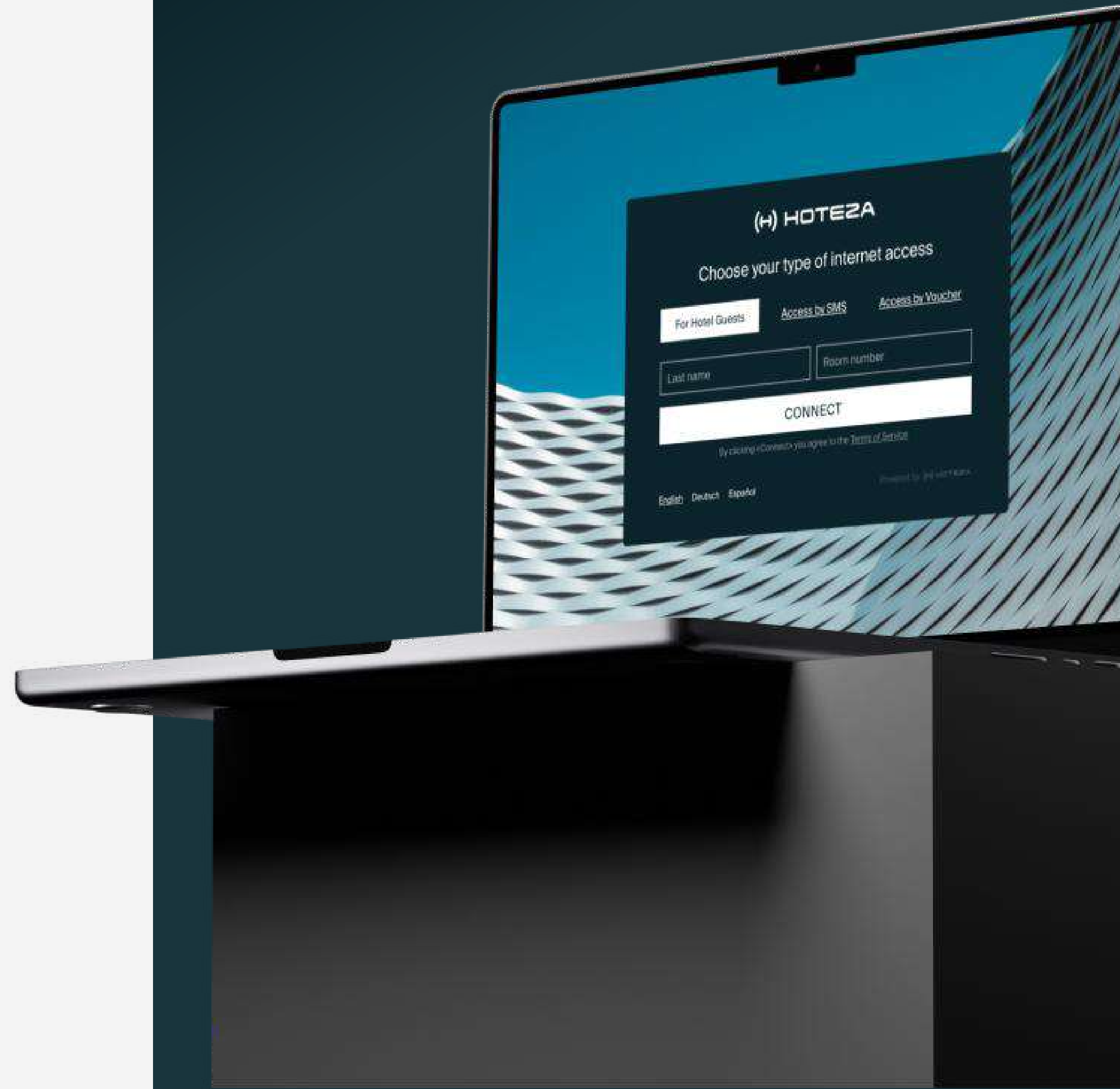
$120

is the average increase in revenue, per room per month, Hoteza hotels experience after implementing Hoteza Guest Journey solutions

84%

guests have stated that having access to stable internet connection is in top priorities to them

3x

less waiting at the check-in & check-out when Hoteza Guest Journey solutions are implemented.

28%

total increase in hotel services awareness, after communicating them in an interactive form through Hoteza Guest Journey solutions

Features

Adaptive Landing Page

Your guests' first connection to the internet should give them all the information they need. HSIA landing page is highly adaptable & customizable, following your branding & marketing objectives.

Increase Loyalty

Get your loyalty enrolment numbers up by offering your guests premium access for signing up. With API support, HSIA can be integrated with loyalty programs & third-party software

Marketing & Engagement

Engage your guests through targeted, personalized messages, relevant promotions & other cross-selling opportunities which will ensure consistency across all guest touchpoints.

Welcome Back with Personalized Touch

Safely store connection credentials for the next visit & recognize returning guests, greeting them with a warm message & an automatic login upon their return.
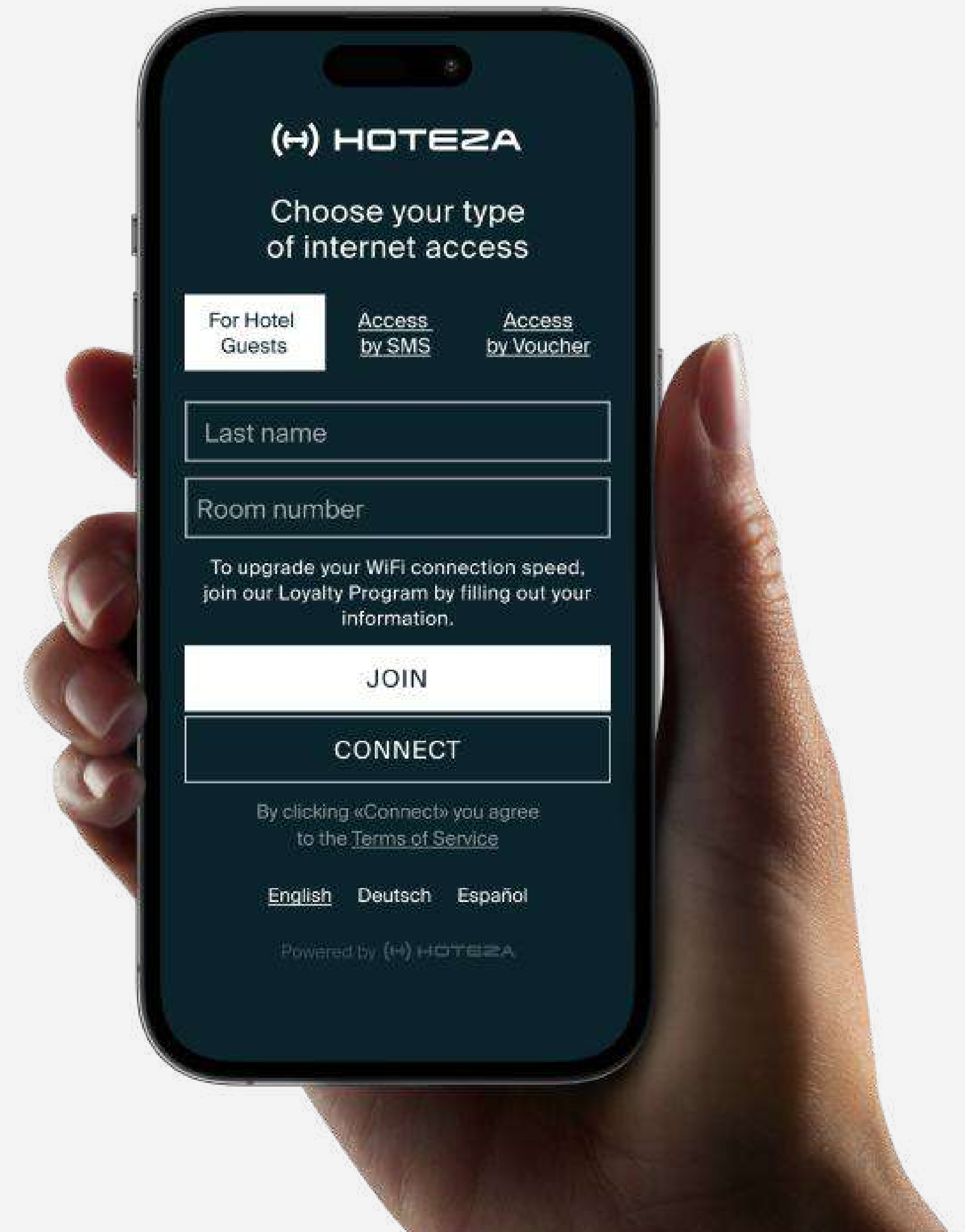
Features

Smart Login Management

Advanced system automatically corrects common errors in typing, ensuring uninterrupted connectivity & seamless browsing experience.

Smart Traffic Prioritization

Allocate your resources based on needs & manage network for an optimal traffic performance. Ensure your guests connection without lagging & give them uninterrupted internet access.

Law & Regulations Compliancy

Stay compliant with the current law requirements, data privacy laws & more. HSIA gives you necessary tools to align with legal obligations & reduce unnecessary risks.

Reports & Statistics

Include a summary of key metrics into schedule reports, keeping track of usage patterns, clicks through the marketing messages & peak usage times.
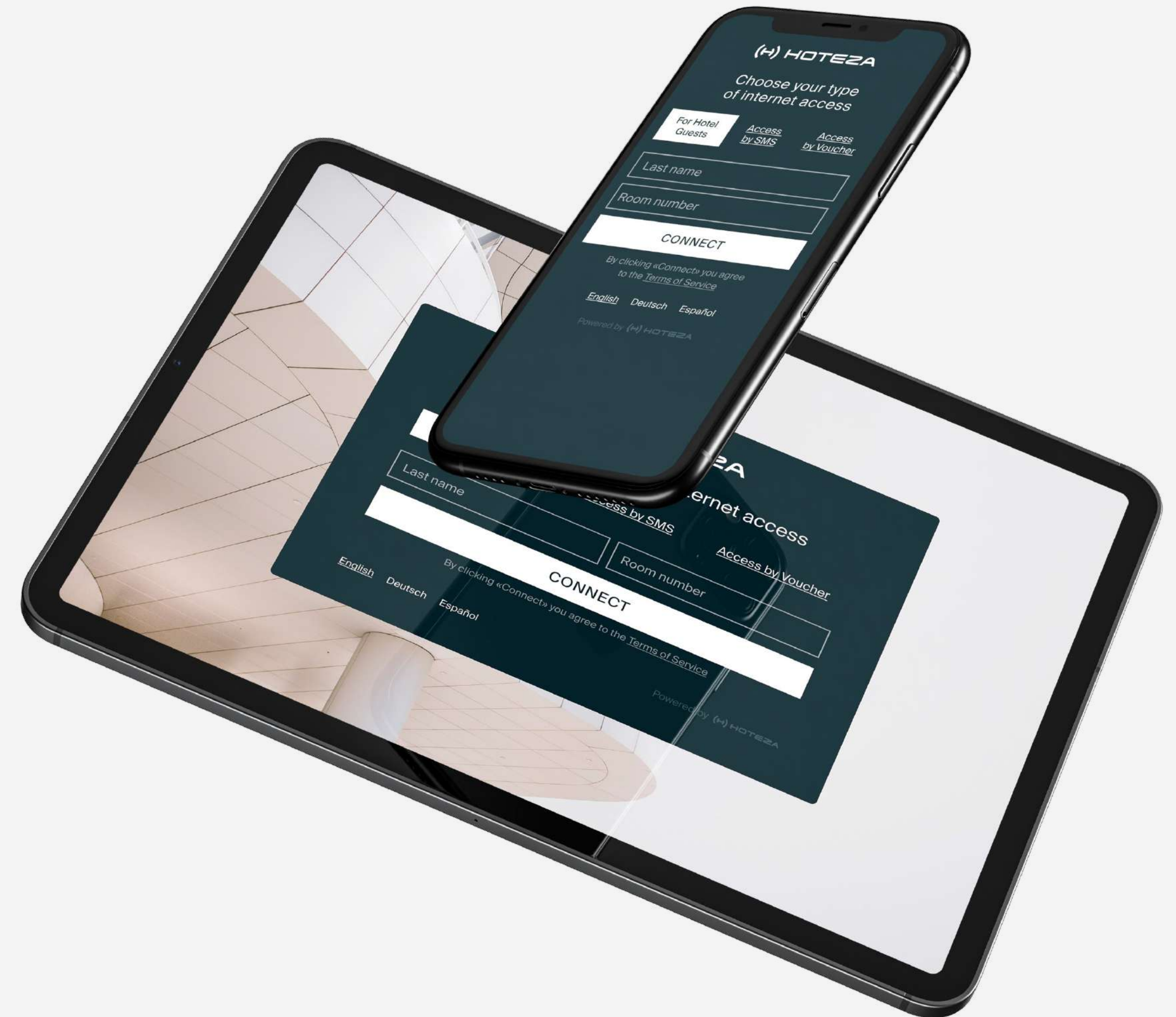
Proactive Monitoring

Quickly identify & address any potential issues that might prevent your guests from connecting, while having a full control over day-to-day operations. HSIA gives you an overview of network structure, user access & bandwidth allocation. It will also give you critical parameter alerts, addressing any congestions or unusual usage patterns.

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Authentification & Family Login

Road to connection should be short & sweet, so offer your guests more than one way to authenticate their connection. To avoid having to repeat the process on more than one device, there is the option to have family login for a seamless connection experience.
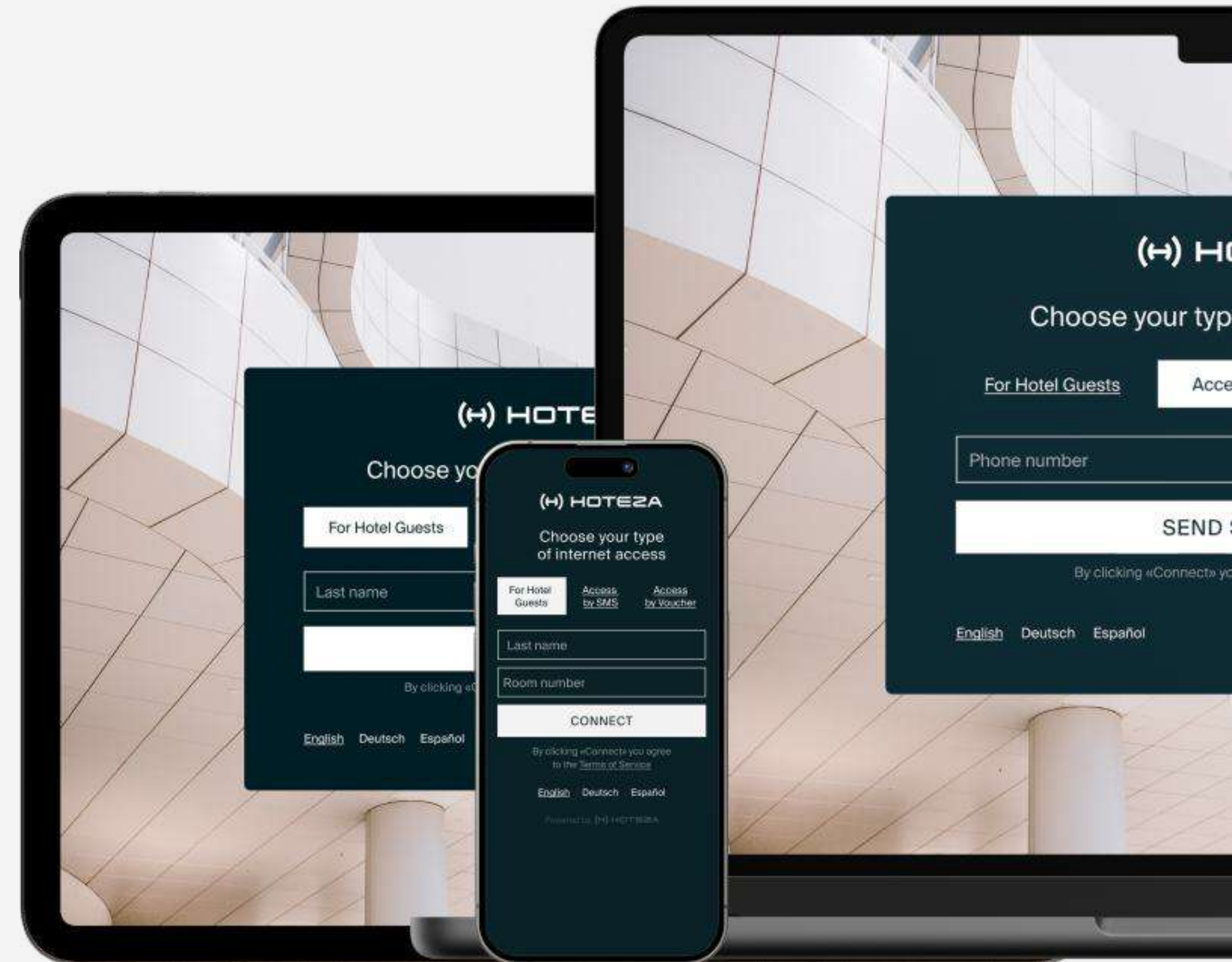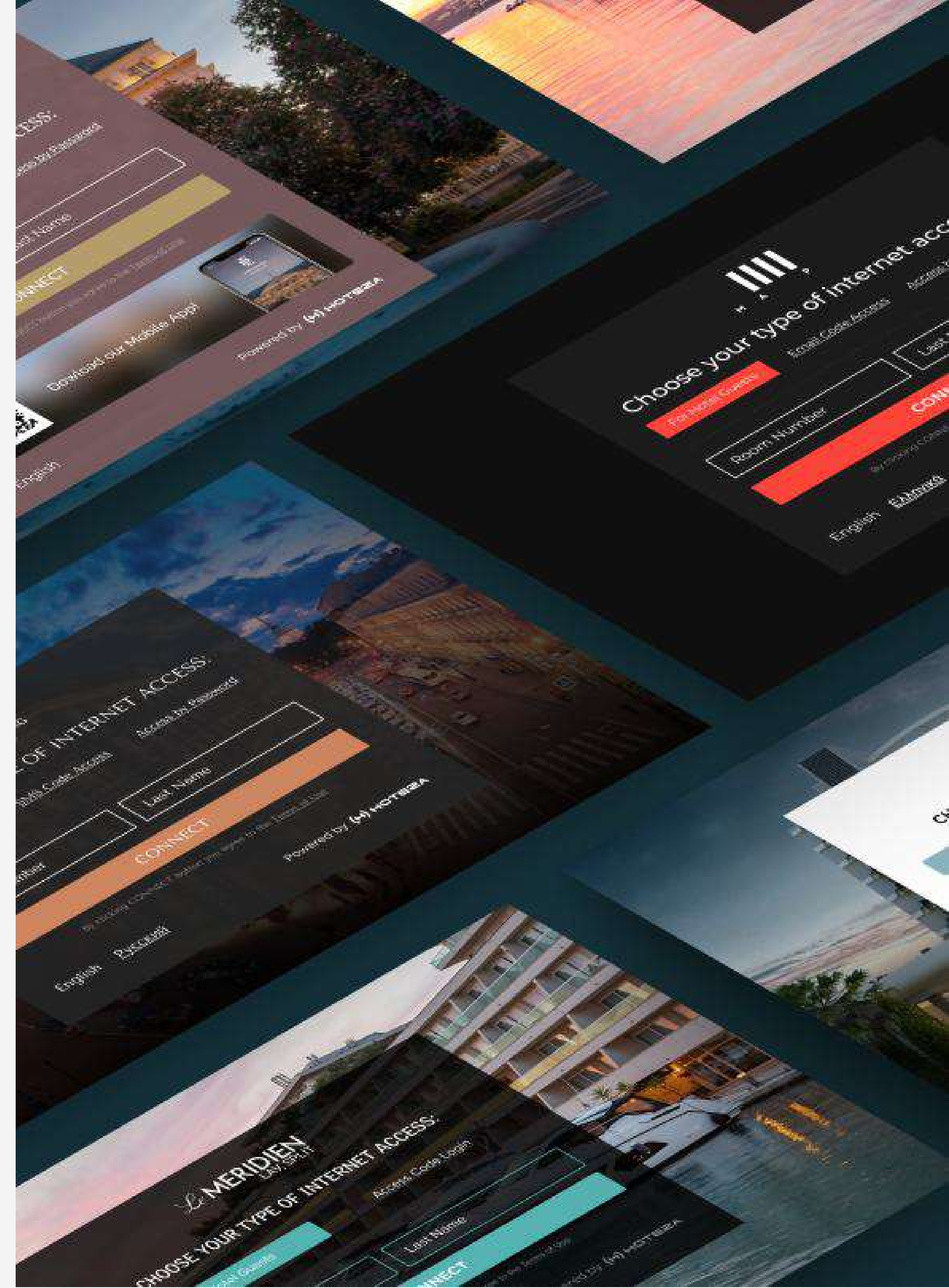
Branding
& Customization

Our HSIA solution is customized to be aligned with the hotel brand identity ensuring a seamless & coherent visual experience. Adjust the solution to fit your needs & follow the brand guidelines perfectly.

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Full Feature List

- Hoteza CMS
- Dashboard with System Health Widgets
- Multi-Property Portal for Cluster Managers
- Branded Captive Portal
- Loyalty Level Support
- Sessions Manager
- Tariff Management
- Multilingual Captive Portal Support
- Media Module on the Captive Portal
- Marketing Forms & Pictures Carousel
- Family Login
- PMS Authentication

- Mobile Phone Authentication
- Email Authentication
- Voucher Authentication
- Smart Name Validation
- PMS Posting of Tariff Charges
- Failover GW Support
- Proactive 24/7 Cloud Monitoring
- Customizable Alarm Notification to Email & Telegram
- Cloud Backup
- Activity Log
- Virtual Environments Support
- Netflow Collector. *Price by request.*

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SLA Benefits

Hoteza Service Licence Agreement includes different benefits for the clients, including performance measurement, updates & maintenance, monitoring & more.

Continuous Improvements & Updates

Every software update, new features & security updates implemented will be delivered automatically, alongside continuous improvements based on customer feedback.

Onboarding, Trainings & Priority Support

Asides from quick & effective onboarding service, we offer you continuous remote trainings, materials & support throughout the contract validity.

Data Backups & Proactive Cloud Monitoring

You will have your data backups safely stored, with our team continuously & proactively monitoring cloud with every guest journey platform solution.

Cloud CMS

With access to our cloud-based CMS, you have the chance to control your guest journey content from wherever you are, with unlimited storage of hotel content available.

Other conditions apply, for more information please follow the link here.

Tech Specs

Hoteza HSIA system requirements

- Public IP addresses /31 subnet
- Management VLAN
- Network diagram
- 5U free space inside server rack
- Hoteza FIAS Interface 5009-319*

*No additional server required if Hoteza TV implemented*

Hoteza supported gateways

- No gateway needed for Aruba InstantOn installations*
- Virtual environment support

Hotels up to 200 rooms - Mikrotik CCR2004-16G-2S+

200 to 500 rooms - Mikrotik CCR2116-12G-4S+

Hotels 500+ rooms should be considered individually

Limited functionality without Mikrotik gateway

Hoteza Cloud Server → Internet → HSIA Gateway → Guest Device
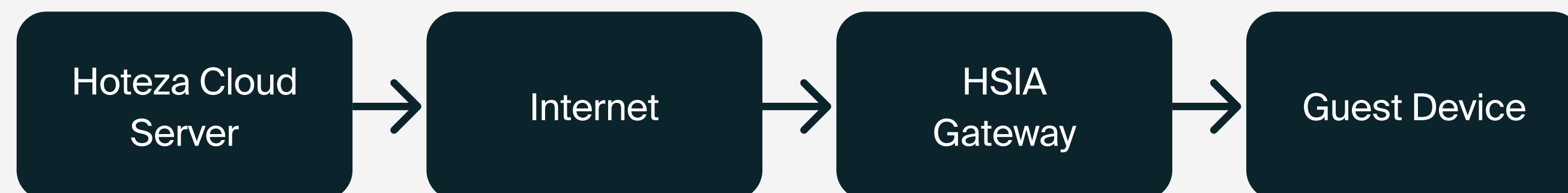
Supported Languages

Hoteza Guest Journey is supported in over 50 world languages, with more languages available upon request.

简体中文　　English　　العربية　　Hrvatski　　Français　　日本語　　Italiano

Svenska　　Türkçe　　Tiếng Việt　　Português　　Ελληνικά　　Deutsch

Қазақ тілі　　한국어　　Український　　فارسی　　Español　　Русский　　Slovenščina

Compatible PMS

FIAS API

Opera/Fidelio   Libra/Epitome   Protel   Laserline   WISH .NET

UCS Shelter   IDS Next   Diventa   Theova UHS   Logisoft   Pylon

Sunsoft   IDB   Hotelinco   HOST   MISH   Smile   HotelKit

WebAPI

Shiji PMS   Mews   Clock PMS+   WestSoft   Logus   Edelweiss

TravelLine   1C:Hotel   StayNTouch   Rentlio   Milenij   Hotelpoint

KorPMS   Char PMS Link

+ Other FIAS & WebAPI Compatible Systems
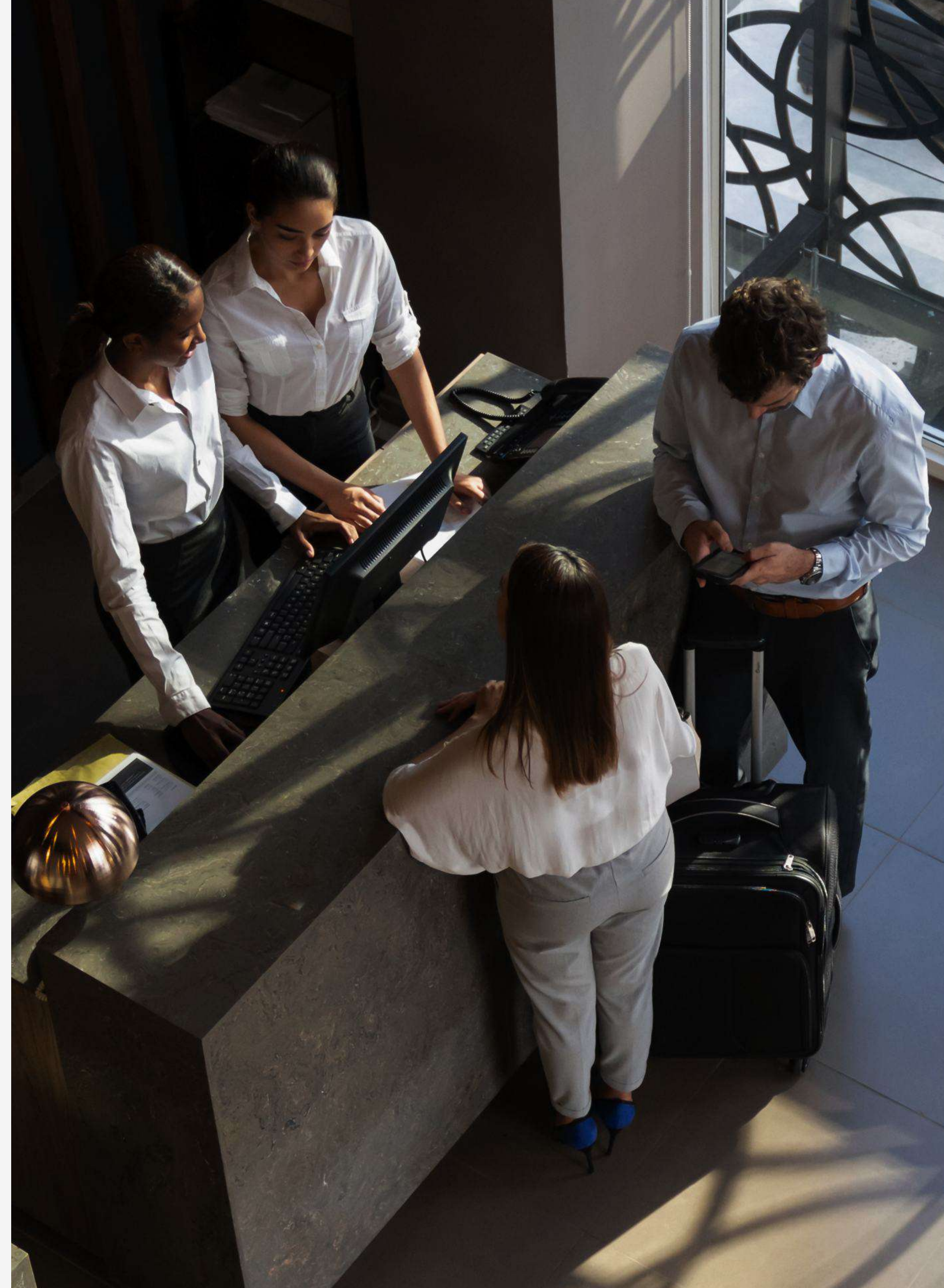
Experience the Full Guest Journey with Hoteza

Hoteza Check-In
Self Check-In Solution
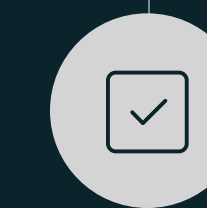
Hoteza Guest App
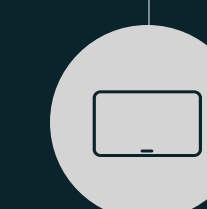Mobile & Web Apps
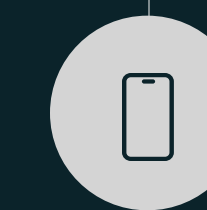
Hoteza TV
Interactive IPTV System

Hoteza HotPad
In-Room Tablets
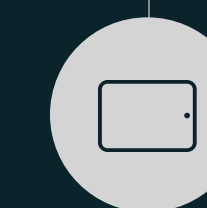
Hoteza HSIA
High Speed Internet Access

Hoteza HotSign
Digital Signage