



## Service Offerings for the Hospitality/Lodging Industry

### OUR SUPPORT SERVICES

System rollout services for property-based technology

Hospitality technology integration and deployment

Project management and planning services

Training and documentation services

24/7 Help desk support

Infrastructure support

## Support for hospitality technology throughout the entire lifecycle

Today's hospitality and lodging industry relies on multiple, integrated technology systems to drive every aspect of hotel operations. From forecasting occupancy rates and capturing revenue from services such as Internet connectivity and on-demand movies, to credit card authorizations, hospitality technology solutions are integral to guest services and property profitability. TechTeam Global offers a broad portfolio of technology services to deploy PM systems and to integrate them with all disparate hospitality technology systems. Our experience with PM systems and multiple hospitality technologies helps you maximize return on your investments.

We provide support for hospitality systems, including property management systems, self-service kiosks, revenue management systems, and video surveillance and security systems. We also offer a complete suite of solutions for food service technologies, including POS systems and RFID technology. TechTeam can be a single point of contact for all of your hospitality technology support requirements.

### OUR SOLUTION

TechTeam offers a complete range of IT implementation and support services for hospitality and lodging facilities, from rollouts of new technology, to integrating disparate hospitality technologies with the PM system, to staff training – both onsite and via distance learning – and ongoing support.

#### PM System Rollout/Deployment

TechTeam has deployed, upgraded, and refreshed every major PM system at facilities around the world. We work with all hospitality technology solutions, including those that support front of house, back office, and outlets. Choose our team to develop a roll-out plan, project manage, and deploy your hospitality technologies, to get your lodging facilities up and running quickly.

### YOUR BUSINESS NEEDS

- A partner with extensive knowledge of the lodging and hospitality industry
- Completely integrated hospitality technologies
- Lower costs and faster ROI for technology deployments
- Lifecycle support for lodging locations – from training and deployment to post-live support
- Scalable options for small, medium, and large chain operations
- A trusted project management partner
- End-to-end infrastructure capabilities

## System Integration and Interface Services

Our team will integrate all hospitality technology solutions with the PM system to ensure smooth daily operations. We will work with the vendor specialist, your internal specialist, or will be your end-to-end solution provider for integration and PM system interface services.

## Hospitality Technology Training Solutions

TechTeam offers a full range of training solutions, including intensive immersions via instructor-led classes, onsite training, and distance learning solutions via online instruction. Our trainers have hospitality experience and use proven teaching methods that get your staff comfortable and effective immediately.

## Documentation Solutions

Our training documentation services provide materials for your managers and employees. Choose from facilitator guides, certification exams and operational manuals, quick-reference guides, project book/trainer checklists and master project checklists, developed by skilled hospitality service professionals.

## Help Desk Support

TechTeam is a global leader in delivering help desk support solutions, known for our agility, responsiveness, and innovation. Our team delivers world-class IT support 24x7x365 by integrating people, processes, and technology into a multilingual, scalable solution based on ITIL best practices. We combine technology expertise with hospitality industry background to provide your facility with exceptional and cost-effective support.

## Infrastructure Support

Through a single-point-of-contact model, we provide comprehensive support services including help desk, field services, and remote infrastructure management.

We offer network and server monitoring and administration, as well as asset, configuration, and change management – the cornerstones of efficient IT services management.

## Full Lifecycle Hospitality Solutions

Choose from one of our individual services, or select TechTeam to manage your entire technology platform. We can help you select technology, upgrade or deploy new PM systems, integrate all technology solutions with your PM system, train your staff, and provide the ongoing help desk support you need to remain efficient and competitive.

## FEATURES

Our portfolio for hospitality technology support enables your facilities to operate efficiently and effectively and capture maximum return from your technology investments. TechTeam offers:

- Expertise with all major PM systems
- Complete solutions, from deployment to training, to post-installation support
- Skilled, professional staff with strong hospitality backgrounds
- Distributed team with global reach
- Best practices defined by continuous process improvement methodologies
- Single partner for hospitality and corporate IT support

## BENEFITS

### Reduce costs

- Lower labor costs and reduce HR overhead through outsourcing
- Avoid expensive one-time system training costs by using TechTeam's professional staff
- Shorten deployment and training schedules with experienced resources

## Boost ROI from PM systems and hospitality technology solutions

- Integrate all technology solutions such as credit card authorization, housekeeping, keycard, Internet connectivity, with the PM system
- Train staff on new technology with hospitality industry professionals

## Professional training solutions nationwide, with many global locations

- Multiple training options, including formal classroom, onsite live training, and cost-effective distance learning/web-based training options
- Documentation solutions, including facilitator guides, end user certification exams and operational manuals, quick-reference guides, project book/trainer checklists, and master project checklists

## Ongoing ROI with post-installation help desk support

- World-renowned help desk support
- Best practices defined by continuous process improvement strategies
- Global service delivery options
- Staff with hospitality and lodging backgrounds

## Customize a solution from a portfolio of lifecycle solutions. TechTeam:

- Partners with technology developers for rollout, integration, and training
- Upgrades existing systems, integrates ancillary technologies with the PM system, or deploys new technology
- Serves as project manager to oversee the entire lifecycle solution
- Focuses on continuous improvements that drive down cost and increase user satisfaction

**TECHTEAM GLOBAL, INC.** is a leading provider of IT outsourcing and business process outsourcing services to large and medium businesses. Founded in 1979, TechTeam has nearly 2,100 employees across the world today, providing IT support in 32 languages. TechTeam's common stock is traded on the NASDAQ Global Market under the symbol "TEAM." For more information, call 800-522-4451 or visit [www.TechTeam.com](http://www.TechTeam.com).



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### Global and US Headquarters

TechTeam Global, Inc.  
27335 West 11 Mile Road  
Southfield, MI 48033, U.S.  
Tel: 800-522-4451  
Fax: 248-357-2570  
Email: [info@techteam.com](mailto:info@techteam.com)

### EMEA Headquarters

TechTeam Global nv/sa  
Zweefvliegtuigstraat 10  
1130 Brussels, Belgium  
Tel: +32 2 620 20 20  
Fax: +32 2 726 05 45  
Email: [euinfo@techteam.com](mailto:euinfo@techteam.com)

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