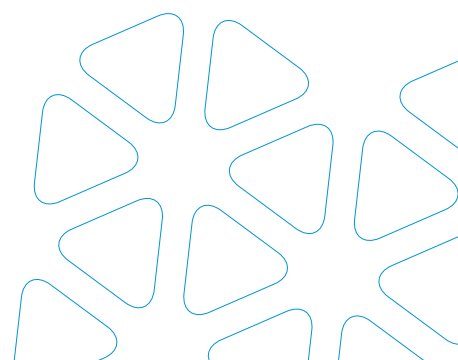


# Greater Expectations

A STORY OF OWNING CHANGE



## New property management system raises the bar for a global hotel chain

Our client, a global hotel group, is in the business of enhancing guest experiences. They empower their property owners to offer guests the high-quality, seamless services they've come to expect. From thoughtful perks and amenities to personalized guest services, they want their guests to feel valued.

### THE PROPOSITION:

#### Holistic hospitality

The hotel group invested in a state-of-the-art technology solution to improve individual owners' ability to manage their properties. The property management system was truly all-inclusive, forming the lifeblood of the hotel. It covered everything from property management, network design and high-speed internet access to door locks, video surveillance and in-room entertainment. Everything to keep operations running at peak efficiency and hotel guests met with superior service.

They needed support to implement the new application across their more than 3,600 U.S. and Canadian properties. All hotels—existing, acquired and new builds—needed to convert. As a long-time partner with a knack for navigating complex logistics, we were ready to get to work.

### OUR PROPOSAL:

#### Show up at scale

We did what we do best—quickly mobilize at scale with an incomparable national footprint. We coordinated logistics for a cross-continental, 1,000-member team to complete system conversion. We visited each individual property to complete an infrastructure site assessment, establish a training environment and install the new system, including any equipment tied to it. Through open communication and fluid coordination with local hotel staff, we worked swiftly to get the job done, and done right.



**POWERFUL PARTNERSHIP:**  
Familiar faces, successful spaces

Guest expectations keep evolving, and so does the hotel chain's property management system. We successfully completed the initial upgrade and installation and continue to support their property hardware and systems upgrades on an ongoing basis.

During our more than 15-year partnership, we've created trusted relationships with local property owners. Property management systems are key to their day-to-day operations. Individual owners know that when we come in, we deliver, keeping guests happy and their hotel operating efficiently.

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## Real-World Results

Since 2003, we've completed over 10,000 site visits across the U.S. and Canada—never missing a deadline. When we first partnered with the hotel group, they were running their properties on green-screen controller technologies. Now they have a modern property management system that delivers more personalized guest experiences, all while creating new revenue streams.

Guests partake in any on-site amenity—from ordering in-room movies to indulging in spa services—by simply signing it to their room. The property management system centralizes the accounting and billing so guests only receive one room invoice. Happy guests, happy bottom line.

Raising satisfaction, occupancy and revenue: that's how you meet—and surpass—today's greater expectations.

Delivered personalized  
customer experiences and  
created new  
revenue streams

**3,600+**

hotels supported across the  
U.S. and Canada

**10K+**

site visits

### About TEKsystems

We're partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That's the power of true partnership. TEKsystems is an Allegis Group company.

Experience the power of real partnership. [TEKsystems.com](https://www.teksystems.com)