

WiFiBot

Monitor the performance and troubleshoot your WiFi network issues automatically

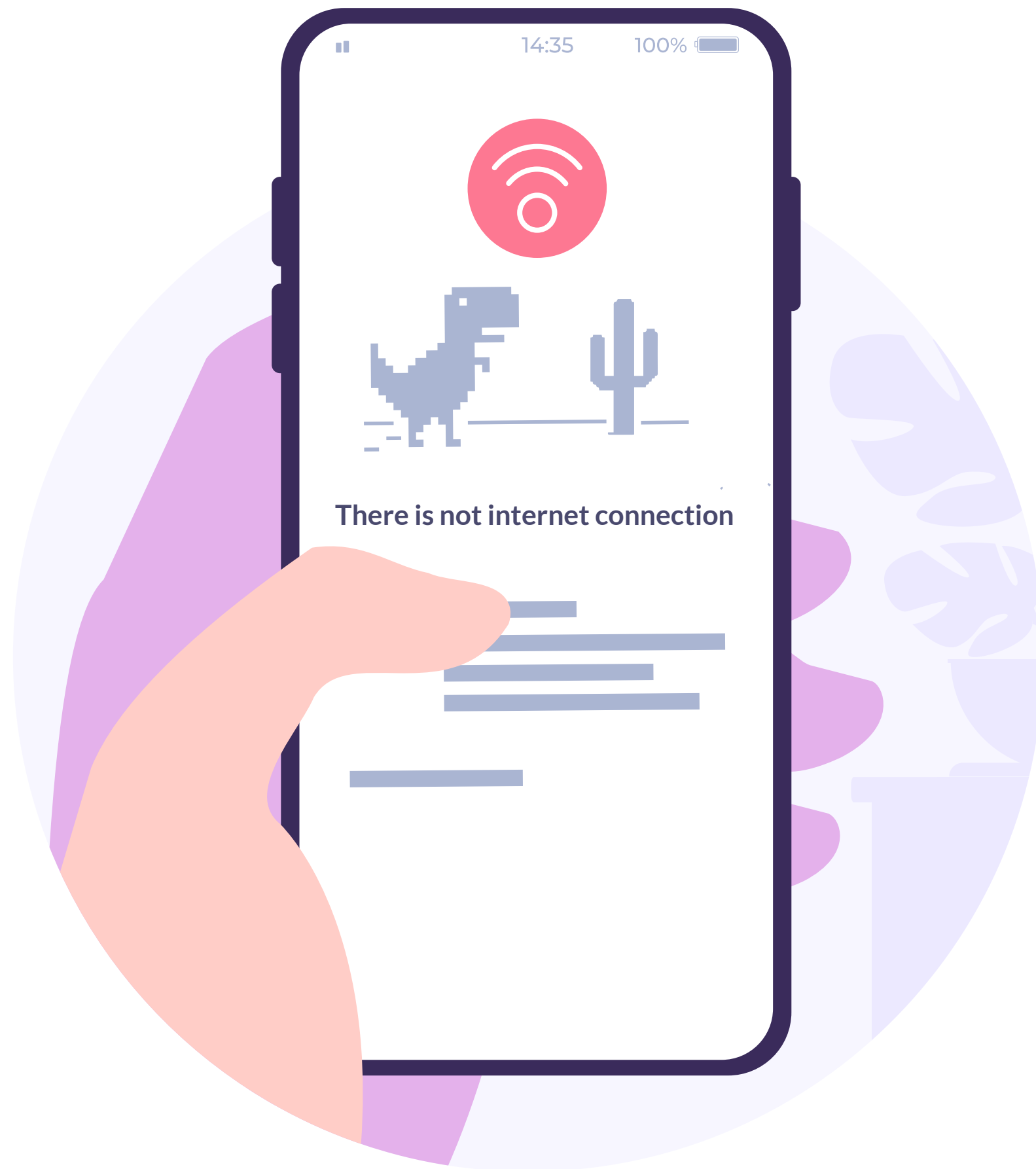
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Most common issues

- Most **HOTELS'** WiFi networks systems are neither optimised nor improved and they do not meet specific requirements.
- When it comes to the **WiFi** service, **GUESTS** are increasingly demanding: smartphones, tablets, computers, chromecasts... It is a key service for both leisure and teleworking.
- Traditional **MAINTENANCE** solutions, where a fixed monthly fee or hourly packages are paid for interventions and actions on previously identified problems, have fallen short.
In reality, guests themselves ensure the correct functioning of the network, since action is only taken if something fails.
- The attention paid to incidents depends on the availability of the **SUPPLIER**, so often the hotel's maintenance department simply restart the system if it does not work, hoping that it solves the problem.
- **NETWORK PROBLEMS** are not solved and the malfunction persists.
- In short, a **REACTIVE AND MANUAL SERVICE** is expensive in the long run and translates into an inefficient service and unhappy guests.



Consequences

- **Collapse** at the hotel reception as the root problem is not detected or solved.
- **Dependence** on third parties.
- **High costs** due to an inefficient network maintenance.
- **Loss of hotel reputation.**

Situation based on real events



Guest 1 has come to Madrid for work and decides to hold a meeting via zoom from his hotel room, but the connection is constantly cut off.



Guest 2 is an influencer who has decided to enjoy a short break in Madrid to show to her followers the city's hotspots, but when trying to record a Tik-Tok from the room, the WiFi fails.



Guest 1, visibly upset, decides to go down to reception seeking help to solve his problem.



However, **guest 2** instead complains about the situation on her social media.

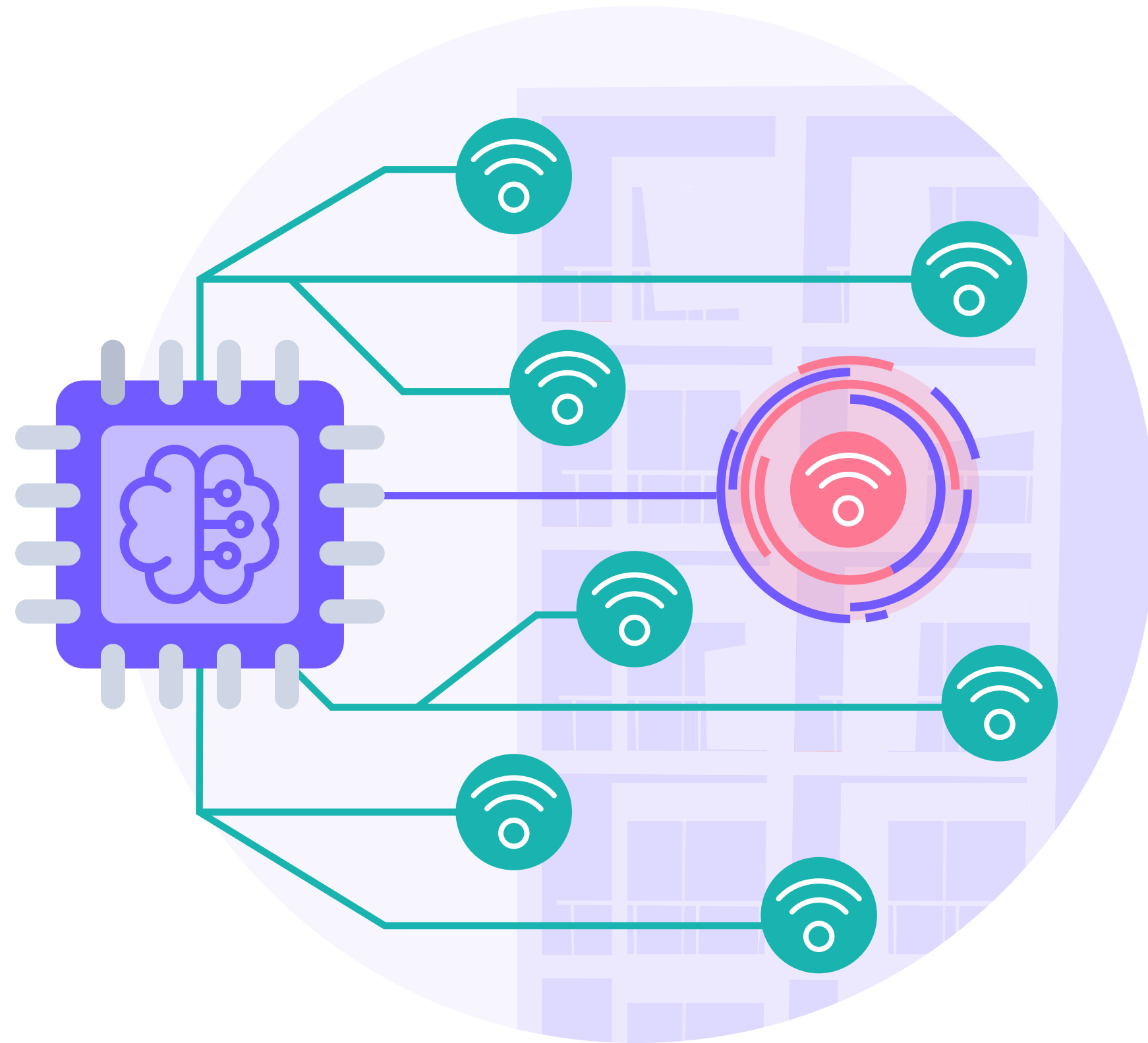


The **receptionist**, overwhelmed by the barrage of complaints, decides to find out where the problem may be: she calls the captive portal provider, then the internet provider, but does not get a solution and decides to call the maintenance technician who works for a third party.

The **maintenance technician** takes more than 2 hours to appear, and after performing several initial tests, he cannot solve the problem. It will probably take a few days to find out, with the consequent extra expense.

In the end the problem was in the system itself. The receptionist is overwhelmed by complaints and most guests are not happy. It took too long to resolve the issue.

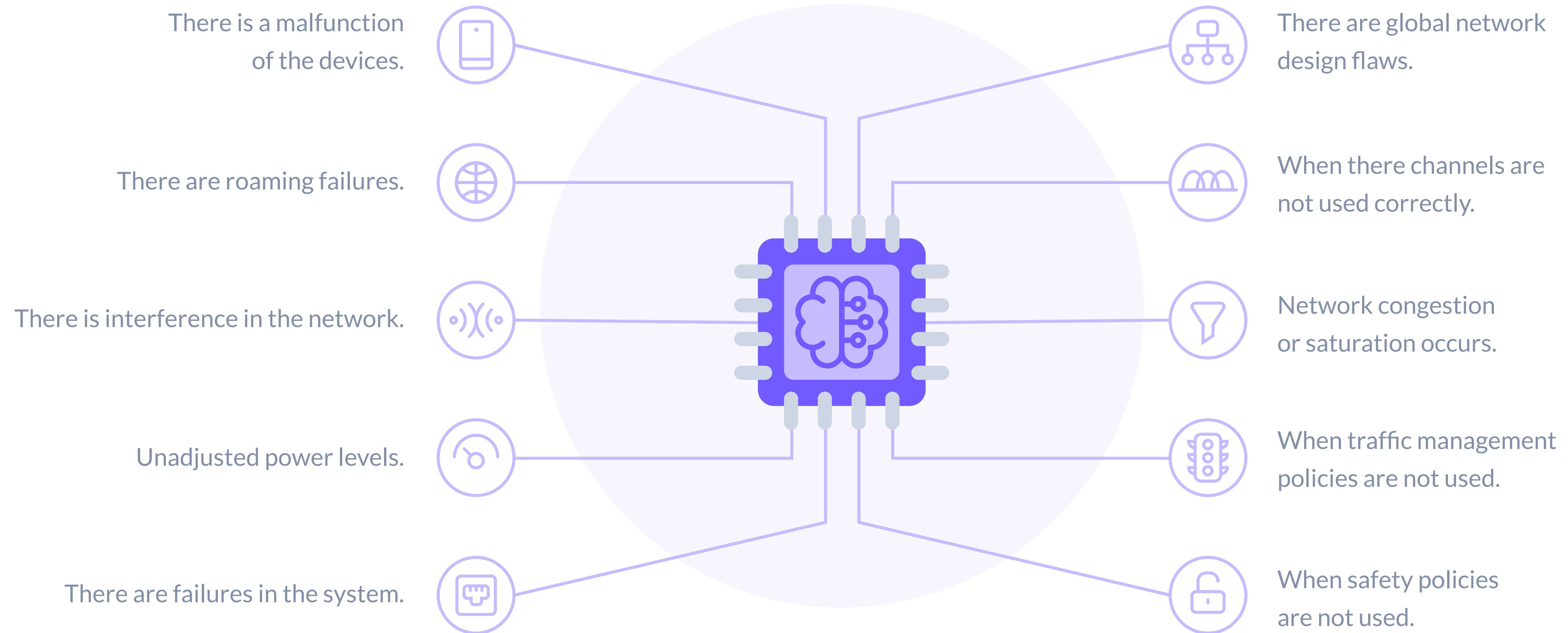
The two guests have left without having solved their problem, it is clear that neither will come back to the hotel and will possibly leave a negative comment on some opinion portal.



Our solution: WiFiBot

- It is a tool that connects to all the different devices of the hotel's WiFi network in such a way that it is **able to monitor the health of the entire system 24/7**.
- Once the problem is detected, WiFiBot is **able to correct certain RED incidents by itself** proactively and remotely. In addition, it can **anticipate new problems** by alerting of the danger, thanks to its alarm system.

WiFiBot detects and intervenes when:



Monitoring your WiFi allows you to anticipate possible problems and provides transparency to the entire network.



A single system that ensures the health of your WiFi network:

- Real-time problem detection and solution.
- Ability to anticipate possible errors.
- For those who do not have a remote solution, it is able to indicate the source of the problem.
- Seamless connection, frictionless, anytime, anywhere.
- Without the hotel staff or technicians having to intervene.
- Without the guest doing any action on their part.
- Automated and proactive system.
- 24/7 operation.

Saving Time + Resources = Saving money + Improved reputation.

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