# GlobalSuite™ 3.4 High-Speed Internet Access: Your Full Service Solution

Today's business travelers work wherever they can: airports, taxis, even hotel lobbies. To stay productive, travelers want to stay connected. Your hotel can meet that need with GlobalSuite 3.4 high-speed Internet access. GlobalSuite is available wherever your guests need it most: guest rooms, meeting rooms, or public areas.

With GlobalSuite, your guests enjoy outstanding convenience. You enjoy a proven solution that leads to repeat guests - and increased revenue — for your property.
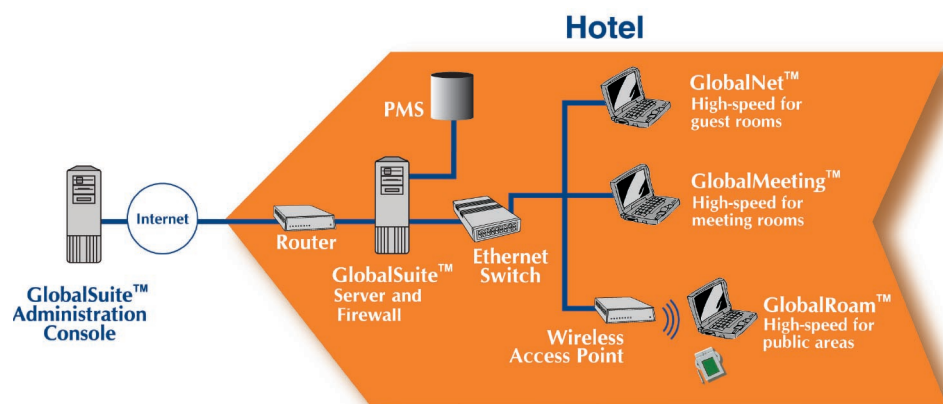
The Ultimate Guest Convenience

Your guests demand great service. And with our 99.5% success rate for getting guests online, that's just what we deliver. GlobalSuite offers your guests everything they need in a fast, secure, reliable connection: easy plug-and-play access for laptops and PDAs; helpful online services via a unique hotel-branded guest portal; convenient on-site printing; and 24/7 technical support.

Wired or Wireless: Great Network Flexibility

GlobalSuite is interoperable with Ethernet switching, DSL, and 802.11b wireless equipment from leading hardware vendors. Our rigorous certification process ensures optimum compatibility, efficiency and security. This provides the flexibility to select the best technology for your property.

Hospitality Expertise and a Full Service Solution

With seven years' experience working directly with hospitality, Guest-Tek understands your needs and knows best how to help you meet them. Our GlobalLaunch Professional Services team does it all, from project management to installation to on-site staff training. We also provide 24/7 server monitoring; constant data back-up; and remote upgrades. The result: a turnkey solution that gives you welcome peace of mind.

99.5%
success rate for getting guests online

I am on the road at least once a month, and your high-speed Internet access was the easiest, most user-friendly method I have seen…"

Alan Dwan
Meeting Planner and Manager
Communications Connection Inc.

I would like to say "Thank you" to Guest-Tek for having a system that has been running error free. It really makes my job easier!

Bob Ogren
Vice President of Operations
Radisson Plaza Minneapolis

It is rare to find good technical support and a willingness to do whatever it takes to resolve a problem. That is exactly what I get when I call your tech people. I always know that Guest-Tek is giving me 100%.

Bill Benitez, MCP, A+
LAN Administrator
Hyatt Regency Austin

In April 2002, Guest-Tek conducted a major software upgrade while more than 600 users were online. During that upgrade, only one user temporarily lost connectivity. We even received an email from a guest complimenting the service.

David Maulsby, PhD
VP of Research and Development
Guest–Tek

GlobalSuite 3.4: Key Features and Benefits

Ensuring your hotel achieves the best possible return on investment depends on:

Feature	Benefit
Plug-and-Play Internet Access	Fast, easy guest connectivity with no configuration changes or software downloads.
Laptop and PDA Compatiblity	Convenience of accessing the Internet with a laptop computer or an Ethernet-enabled PDA.
Extensive email and VPN Compatibility	Increased guest convenience and productivity.
Outstanding Security	Employs best practices for guest security and privacy protection.
Interactive Guest Portal	Offers hotel branding and services through a convenient navigation tool (e.g. Guest Services, Around Town).
On-Site Printing	Increased guest convenience and productivity, new revenue stream for your property.
24-hour Help Desk	Guest assistance available around the clock from knowledgeable Guest-Tek support technicians.
Web-Based Administration Console	User-friendly, online tool to manage high-speed Internet access in your property; features multi-level secure access, auditing and real-time reporting, and online help.
Customizable Billing	Offers your property complete control over pricing, and outstanding flexibility in billing to maximize revenues.
Superior Platform and Remote Network Management	Enables continuous server monitoring and seamless remote upgrades.
Integrated PMS Interface	Saves valuable staff time by posting charges automatically to the guest folio.
GlobalLaunch Professional Services	Helps ensure smooth, efficient product delivery, and reduced costs and risks through efficient project management.

Looking for more details on how GlobalSuite 3.4 can give your property a solid return? Visit our Web site at www.guest-tek.com or phone 1-866-509-1010 today!