



## iCommander™ Monitoring Services

### Maximize Room Availability

The iCommander™ monitoring service keeps the technology devices within a guest room operating successfully 24x7x365. Corserva checks the performance of each device to prevent outages that could take a hotel room out of service. With this proactive managed service, you maximize the number of rooms available.

Leveraging our advanced platform, we monitor all IoT devices within all your guest rooms, on all your floors, across all your buildings, throughout all your properties. Alerts are generated immediately as issues arise so that we can correct problems before they impact guests. By proactively resolving potential issues, you maximize the availability of all your guest rooms throughout your properties.

### HOW IT WORKS

1. Corserva collects information about the technology systems that are installed in the guest rooms or other areas within the property. This can include TVs, thermostats, door locks, lights, window coverings, water systems, and any other IoT device.
2. Corserva installs software agents that collect relevant data from any IoT platforms. The data is consolidated and normalized for presentation and actionable alerts.
3. Within each guest room, Corserva determines which IoT device is the gateway (usually the smart TV or the thermostat) and determines other devices communicating with it.
4. Corserva monitors all your devices across all your properties 24x7x365 and provides proactive service to keep everything in the guest rooms operating successfully.

### Corserva's Network Operations Centers

Our iCommander monitoring services are provided from our geographically dispersed network operations centers (NOC). We staff our own US based NOCs with Level 1, 2, and 3 analysts and engineers, supporting our clients 24x7x365.

Our staff have key security certifications including CISSP, CISM, CGE IT, CRISC, CEH, and CompTIA Security+, as well as vendor certifications from industry leaders including HPE Aruba, Samsung, SALTO Systems, Telkonet, Cisco, Microsoft, VMware, Fortinet, and more.

## BENEFITS

### Prevent guest-impacting outages

Batteries die, hardware fails, and equipment goes offline. With Corserva iCommander, potential issues are diagnosed and corrected before they cause outages. Regular maintenance of devices and systems is conducted to maximize room availability and revenue.

### Reduce labor costs

By outsourcing the monitoring of today's advanced IoT devices to Corserva, you limit your need for in-house technical staff. Corserva's engineers have the expertise to keep advanced hospitality devices up and running.

### 24x7x365 support

Corserva's technicians are available to you around the clock from our geographically dispersed network operations centers via phone, web, and email. Instead of hiring a team of IT staff, you benefit from Corserva's expertise combined with advanced tools.

### Fixed fees

For a fixed monthly cost, you can rest easy knowing all devices within all guest rooms, buildings, and properties are being monitored to maintain successful operation.

## FEATURES

✓ **Comprehensive** – Our iCommander dashboard gives us unique perspective into the status of all devices. Because we bring together all the data from your disparate technology systems, we can correct issues much more quickly than could be done by monitoring your systems separately.

✓ **Precise** – The iCommander dashboard provides an overall view into the status of all in-room guest technologies at your property. When an alert appears, we can instantly drill down to the property level, building level, floor level, room level, and individual IoT device level for precision in troubleshooting.

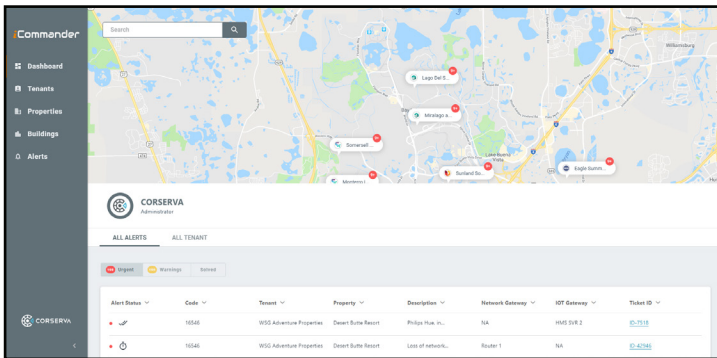
✓ **Customized** – For each client, we configure a custom set of alerts so that we can concentrate on the issues that will have the biggest impact on room availability in your business.

✓ **Support for all technologies and devices** – Our monitoring platform supports all different types of protocols so that we can monitor all your IoT devices. At the room level, we can see the status of all technologies in use.

✓ **Fast** – The graphical interface enables us to accurately pinpoint the source of an issue quickly and highlights the most pressing issues, such as those involving a gateway device. At the alert level, we can view specific details about the error. Trying to narrow down the problem by viewing disparate systems would be much more time consuming.

✓ **Granular** – Our advanced dashboard tools highlight the number and type of issues to be addressed at each property, building, floor, and room. Issues are color coded with yellow and red to indicate severity. We can drill down from a global view of all your properties to specific locations, buildings, floors, rooms, and devices.

✓ **Integrated** – We can integrate our monitoring service with ticketing systems such as HotSOS and ServiceNow to generate service tickets. We can also integrate with remote network monitoring systems to access details on computer devices in your network outside of the guest rooms.



## Support for All Your Technology Needs

As a Corserva client, when a technical issue occurs with any of your systems, you only need to contact Corserva and we take care of the rest. Even if the source of the issue originates from outside the domain of Corserva's services, we work on your behalf to get the problem fixed. Contact us to gain a single source for all your technology needs for your hospitality business.



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