



## Guest Wi-Fi Management Solution

Enabling quick, easy,  
and user-friendly  
access for guests





Image source: Asteas Technologies



Our leading Guest Wi-Fi Management Solution is transforming the way hotels enable their guests to connect their devices to complement an excellent guest experience.

**TigerTMS iSurf** provides quick, easy, and user-friendly Wi-Fi access for guests, whilst at the same time, offering hotels the opportunity to promote revenue generating hotel services such as Spa or Restaurant offerings.

**Today's travellers demand first-rate Wi-Fi during their stay at every hotel.**

But data traffic is on the rise, and more and more data-intensive applications and devices accompany guests as they check in. This often results in connections becoming a challenge and bandwidth a potential bottleneck. Whilst many properties offer Wi-Fi, the user journey can often be cumbersome and frustrating.



Image source: Asteas Technologies

**Did you know, every minute, internet users:**

- ✓ Send 42 million WhatsApp messages
- ✓ Watch 4.5 million videos on YouTube
- ✓ Download 347,000 apps
- ✓ Send 187 million emails
- ✓ Stream 694,000 hours of Netflix movies and TV shows?

**What does this mean for hotel networks?**

More than ever, hotel networks need security and control within the network they provide. Visitors, employees with personal devices, guests and other items equipped with intelligence need to be treated for what they are: visitors on your network. However, this has to be made available with an easy level of access.



**How much of this is done in your guest network?**

# Welcome to the solution!



## iSurf takes on this demanding role and delivers.

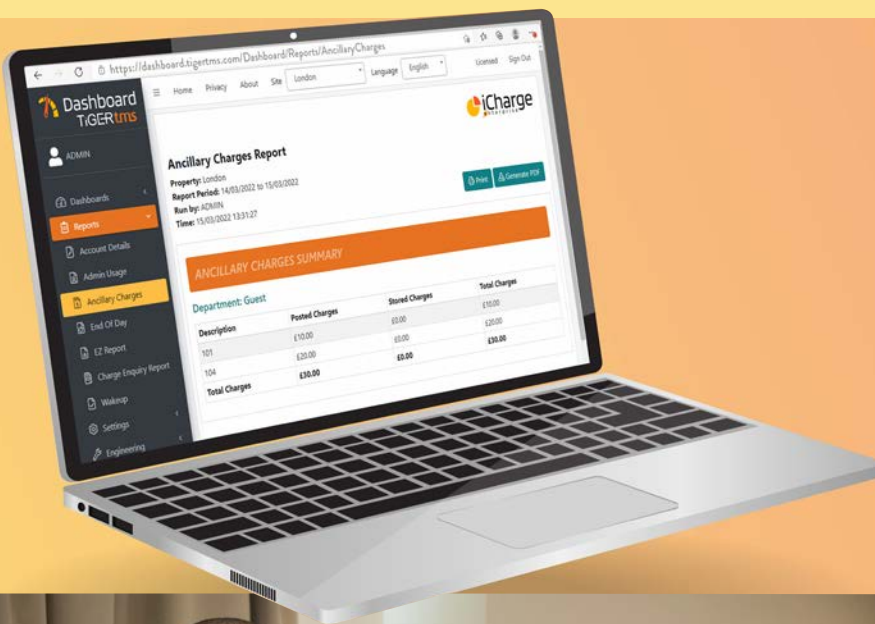
The solution delivers a seamless user experience, whilst addressing access rights; controls the flow of traffic (guaranteeing bandwidth per user); and provides a secure and visually appealing log-in.

### The Power of iLink with iSurf

Using the power of **iLink** - the world-leading integration solution - a broader range of PMS systems can be integrated into iSurf. **iLink** allows your hotel to authenticate your guests and control your bandwidth usage.

**iLink's** integration to a wider range of PMS systems also supports Charges and Billing - by capturing data usage information, you can calculate charges, or you can offer Wi-Fi for free.

**iLink** offers a Dashboard to give an at a glance view of Wi-Fi charges, and the option to download a full ancillary report.



## iSurf - the all-in-one guest internet access solution:

- ✓ Offers an unbeatable price to performance ratio with greatest breadth of options and flexibility in one solution
- ✓ Renowned reputation for reliability and stable
- ✓ Intelligent distribution of bandwidth across your entire property, guaranteeing bandwidth per user
- ✓ Includes hotspot
- ✓ Bespoke login page (Captive Portal) with 'remember me' feature for automatic login on devices already registered
- ✓ User authentication
- ✓ Supports concurrent login of multiple devices with the same login details
- ✓ Calculates Individual's use capturing time, date, data volume, bandwidth etc, for billing purposes, or offer Wi-Fi for free
- ✓ Multi-lingual facility that recognises the preferred language of the end device
- ✓ Predefined Terms and Conditions in multiple languages
- ✓ Runs on a server or a VM with corresponding broadband Internet access and a wireless or wired network infrastructure.



Image source: Astecas Technologies

## Flexibility

- ✓ Hardware independent: Install iSurf on your existing or preferred server hardware (egm HP, Dell and many more).
- ✓ Virtual Appliance: Use iSurf in supported virtual environments such as VMware, Microsoft Hyper-V Server, KVM.
- ✓ Server Hardware: Start immediately with pre-installed hardware.



Image source: Astrea Technologies

## Integrate iSurf to a wider range of PMS systems using the power of iLink.

### Scalable

- ✓ **License model:** Select permanent or subscription license.
- ✓ **Upgrade option:** Adjust as your requirements change: eg new location, increase in guests, etc.
- ✓ **Extendable:** License additional options as required.

### Personalised

- ✓ **Login page:** Design from customisable templates or with the local Login API for more creative freedom.
- ✓ **External Login API:** Direct the login to a central, freely designed login page in combination with an external backend (DB, CRM, etc).
- ✓ **Plugins:** Use preconfigured plugins, integrate your own developments for additional features, or feel free to combine both options.

### Modular

- ✓ **Modular Licensing:** Purchase only what you need. Additional features can be bought on an as required basis.
- ✓ **Interfaces:** Integrate iSurf to a wider range of PMS systems using the power of iLink.
- ✓ **Specific options:** Use Application Control for traffic shaping or protocol based blocking, Privacy Toolkit for more comfort with data protection, Central Services for Web access or VPN tunnelling for remote access.

## Contact Us:

Email: [info@tigertms.com](mailto:info@tigertms.com)

**Headquarters –  
United Kingdom –  
Telephone:**  
+44 (0)1425 891090

**Middle East and  
Africa –  
Telephone:**  
+971 4 575 7669

**Europe –  
Telephone:**  
+49 211 873900 32

**North America –  
Telephone:**  
+1 800 424 6757



# TIGERtms

For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.

For more information, visit  
[www.tigertms.com](http://www.tigertms.com)