

GUEST EXPERIENCE

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Hotel guests willing to pay extra for sought-after features

Hoteliers can drive revenue growth by offering not only experiences that customers want, but experiences for which they are willing to pay a premium. Recently, PwC conducted research to analyze the value of different hotel options. The research reveals that issue resolution and in-room amenities are features most sought by customers.

More hotels add iPads in guest rooms, common areas

Hotels are increasingly giving guests a reason *not* to pick up the phone or wait in lines once they check in.

Hotel room iPads used often but rarely stolen

A sample of the Inteli software on an iPad, which lets you order room service or request a wake-up call, among other features. (Inteli)

Citing survey, Marriott launches tech-free zones in Caribbean & Mexican resorts

A recent survey conducted by Marriott asked more than 1,000 travelers how they deal with the demands of staying digitally connected to their social media, work and family while traveling.

The High Tech Effect

Hotels using technology in new ways are driving customer loyalty. Here's how some are doing it.

Technology round-up—what hotels have what perks?

As new advances make everything from checking in and out to ordering room service automated and instant, hotels are rushing to adopt new technology. CNN ran a list of what was available at different properties around the world, with some insights about what guests are looking for (and a fun discussion about "geeks" and "nerds.")

WI-FI/INTERNET

What do travelers want? Wi-Fi, free transport and coffee

Free connectivity is more important than free caffeine according to a recent survey conducted by GO Airport Express. When the ground transportation company asked its customers what (aside from breakfast) is their favorite hotel freebie, 57 percent listed WiFi.

ABI: Next-Gen Wi-Fi Will Dominate on Mobile Devices

The new IEEE 802.11ac Wi-Fi protocol will begin to dominate in mobile devices, supplanting earlier 802.11b, g and n protocols in the next two to three years, according to a new report from ABI Research. Advancements in the form and function of mobile devices have been coming in leaps and bounds, ABI notes, with ultra-slim mobile devices now having the processing power of the PCs of just four or five years ago.

Bandwidth rated most important for IT departments

A new survey by Emulex Corporation and reported in Hospitality Technology is reporting that more than half of all IT departments are looking to expand their networks to support bandwidth speeds of up to 100Gbps by 2016.

BROADBAND

NPD: Verizon iPhone users consume 1.58 GB/month, almost double those of Sprint

New data from NPD Connected Intelligence shows that Verizon Wireless' iPhone users are the most prolific data downloaders among the nation's top four wireless carriers. The firm found that the iPhone customers of Verizon used an average of 1.58 GB of cellular data per month in September.

Sprint to let hotels resell data service

Sprint is inviting anyone in the hospitality industry to become a part-time mobile data carrier. According to Gigaom.com, the company is theorizing that any business with a loyalty card would make excellent resellers of its 3G and WiMAX data service

Planet broadband, like the US Internet, is getting faster

Second quarter of 2012 represented three good months for planet broadband, particularly for the US which saw big gains in higher broadband speeds. In addition, Japan got faster and more countries are offering more broadband to more people. But there is some bad news as well.

EE to launch 4G broadband services across UK cities on October 30

Mobile phone network operator EE has announced plans to launch 4G broadband services in ten UK cities on October 30

Broadband drives smart grid growth

A significant aspect of smart grid is the ability of wireless technology to communicate with appliances, electricity meters, utilities and homes.

Rogers Starts to Get It On With GPON

Rogers Communications Inc. Canada's largest cable operator, confirmed that it is using fiber-to-the-home (FTTH) to power a new broadband service tier that provides upload and download speeds of up to 250Mbit/s.

TECH BUSINESS

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DEUTSCHE TELEKOM'S T-MOBILE USA TO MERGE WITH METROPCS

Deutsche Telekom and flat-rate player MetroPCS agreed to merge DT's T-Mobile USA operations with MetroPCS

AT&T TO INVEST \$14 BILLION TO SIGNIFICANTLY EXPAND WIRELESS AND WIRELINE BROADBAND NETWORKS

Improved Capital Structure is Foundation for Investment and Accelerated Growth

HD DEVELOPMENTS / TV / TELECOM

CONSUMER ELECTRONICS ASSOCIATION GIVES 4K A NAME

4K has a name: Ultra High-Definition.

HISENSE ANNOUNCES GOOGLE TV, ANDROID HDTVs

Hisense, the consumer electronics behemoth behind Best Buy's Insignia and Dynex TV house brands, is going up-market with Google TV and Android-enabled TV sets meant to compete against the major HDTV brands.

EUROPE FINES ELECTRONICS MAKERS \$1.92 BILLION

Senior managers at some of the world's largest electronics companies often used those meetings, mostly in Asia, to fix the price of picture and display tubes for televisions and computer screens, the top European antitrust regulator said Wednesday.

HOTEL GUESTS SPEND MORE ON TELECOM; 38% RISE IN PAST TWO YEARS

This year, travelers are on track to pay U.S. hotels an estimated \$1.95 billion in fees and surcharges - an amount that includes unpopular Internet charges

DOOR LOCKS / SAFES

NEXT-GEN TECH IMPACTS GUESTROOM ACCESS AS HOTELS SEEK SOLUTIONS WITH LONGEVITY

As consumers become increasingly tech-savvy, hotel operators are perpetually seeking technologies that will increase their appeal and level of sophistication to potential guests.

HOTELIERS USE RFID AS BRIDGE TO NFC

As hoteliers eye the potential of NFC-enabled smartphones, many properties are turning to NFC-compatible RFID lock systems as a bridge between the two systems

KEEPING HOTEL LOCKS SAFE

As hotel locks become increasingly automated, preventing them from becoming vulnerable to security concerns has become a top priority for hoteliers.

INTERNATIONAL GUESTS AND GADGETS DRIVE THE FUTURE OF ROOM SAFES

Increasing inbound international tourism to the United States and the gadgets guests bring with them are poised to drive the adoption of hotel room safes in the future.

COMPUTING/FUTURE TECH

FRESH WINDOWS, BUT WHERE'S THE START BUTTON?

Over the years, Keith McCarthy has become used to a certain way of doing things on his personal computers, which, like most others on the planet, have long run on Microsoft's (MSFT) Windows software.

MIT RESEARCHERS MAY HAVE SOLVED THE SPECTRUM CRUNCH

Researchers at MIT's Research Laboratory of Electronics said they have discovered a way to improve wireless data transmissions without adding base stations or finding more spectrum.

CHIP MAKES TWISTED LIGHT FOR COMMUNICATIONS

Silicon IC could pack more bits onto optical fiber by sending the light on a twisted path

Comments / Suggestions: Please feel free to bring to our attention technology articles that we may have overlooked. We welcome your comments and submissions: Please remit to: David.Phillips@ihg.com