

Lumen Solutions for the Hospitality Industry

Elevate guest experiences with advanced technologies that provide safety and comfort – and give you a competitive advantage, globally.

Seamless guest journeys that offer convenience and simplicity are more essential than ever before for every hotel establishment. Achieving and maintaining full capacity will require hoteliers to adapt to new guest preferences and exceed expectations from pre-arrival to post-stay – and that means staying connected through a digital first, data-driven strategy that unifies systems, operations and people.

To become truly data-driven, many businesses require a new architecture to help acquire, analyze, and act on customer data. Lumen solutions allow hoteliers to quickly obtain real-time guest data and insights and make business decisions with that data to elevate operations, alleviate staffing challenges, and create memorable guest experiences.



Hospitality tech used by hotels increased by 31% between the start of the pandemic and the end of 2021. This number is projected to increase by an additional 19% in 2022.¹

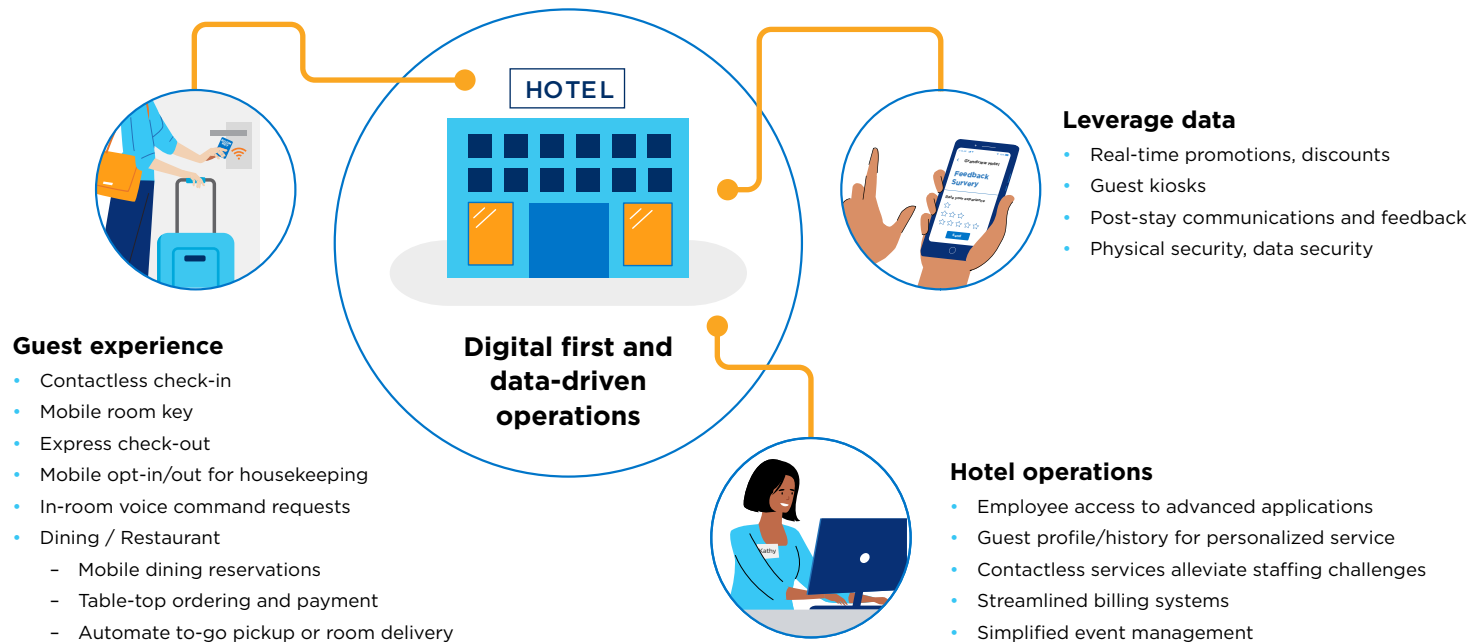
1. [NYU Tisch Center of Hospitality - Hotel Technology Sentiment Report, Jan. 2022](#)

Common Use Cases

- **Booking and pre-arrival:** allow guest pre-payment to reduce interaction at check-in; enable upsells, upgrades prior to arrival
- **During stay:** smart in-room technology; text communications and updates; contactless services, mobile ordering and payments
- **Back office operations:** convenient billing and payment options; staff access to enhance applications for unified guest and employee experience; better control and visibility of finances, procurement and IT

Data-driven outcomes

- Facilitate contactless experiences
- Offer expanded services for guest's convenience
- Leverage data at all phases of guest's stay
- Secure transactions for peace of mind



Solutions to optimize your digital business and operations

	Business need	Examples	Lumen Edge Solution
Storage	Store valuable data and be able to act on that data in real-time	<ul style="list-style-type: none"> • Sensor and IoT readings • Artificial intelligence and robotics data • Real-time performance monitoring 	<ul style="list-style-type: none"> • Designed for the edge with Network Storage and Layer-2 Ethernet connectivity enhanced by Data Access Accelerator and Layer-3 IP-VPN
Security	Securing applications running at the edge and protecting their data	<ul style="list-style-type: none"> • Mobile applications • Distributed web applications • Media and distribution optimization 	<ul style="list-style-type: none"> • Web Application Firewalls (WAF) • Bot Managers • API Protection • Distributed Denial of Service Mitigation (DDoS)
Application delivery	Efficiently running high-bandwidth, latency-sensitive applications and workloads in global scale at the appropriate point(s) in the multicloud	<ul style="list-style-type: none"> • IoT software updates • Video streaming and analytics • Location-based analytics 	<ul style="list-style-type: none"> • Comprised of CDN, CDN Edge Compute, Edge Hosting Environment, Private Cloud, and Dynamic Connections coupled with our strength in Managed Services
Intelligent solutions	Effectively acquire data from disparate sources, analyze patterns in real-time, and act on business logic close to interactions between guests, staff and devices	<ul style="list-style-type: none"> • Inventory management • Connected factories and robotics • IoT-enabled quality management • Supply chain visibility and supplier management 	<ul style="list-style-type: none"> • Comprised of an Edge Hosting Environment and global Network; all strengthened by expertise and experience in Managed Services from the planning stage to the implementation and operations of the workload environment

Why Lumen?

Lumen is a technology company that enables organizations to benefit from emerging applications that power the 4th Industrial Revolution. We deliver the fastest, most secure platform for next-gen applications and data to help hoteliers and other retailers deliver amazing experiences that help grow revenue, gain operational efficiencies, and win customer loyalty.