



Creating a Seamless Guest Experience for the Hospitality Industry

Digi Connect® EZ and Digi Remote Manager® — essential tools for virtualization strategy.

Challenge

A major hotel group needed a streamlined solution to update critical IT at thousands of sites per month to improve the customer experience. Each network operated differently and required a tailored approach to the transition. Network connections included critical guest experience information including keycard activation, voicemail, call accounting, and billing records.

Solution

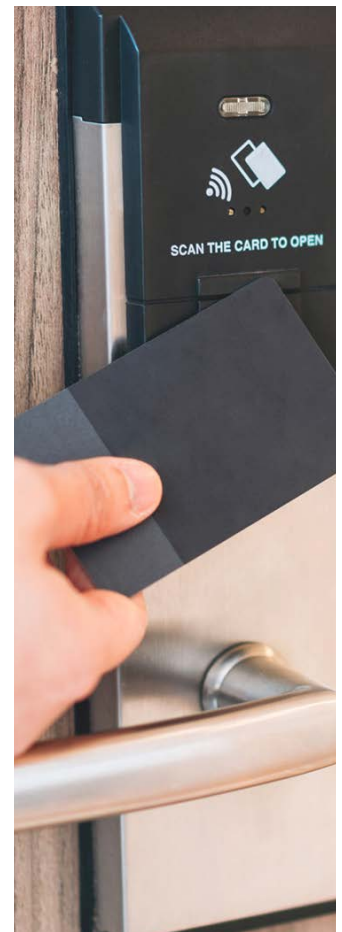
Digi Connect® EZ4 and EZ8 utilizing **Digi RealPort®** allow them to become vendor agnostic when choosing a PMS vendor — whether it be an on-premise or cloud-based solution. **Digi's professional services** created a script that streamlined the installation process and eliminated potential human error. **Digi Remote Manager®** provides a single pane of glass for visibility, firmware updates, and compliance.

Outcome

Once Digi solved for ease of system updates, **Digi RealPort** drivers were introduced to further virtualize systems — shifting them from computer-based communications systems to a serial-over-IP environment. This initiative to move from hardware to virtualization allows for greater scalability, rapid zero-touch deployment, less maintenance, and ultimately an improved guest experience.

In the world of hospitality, where every connection matters, Digi emerged as the catalyst for transformation — customizing solutions for seamless connectivity and unparalleled guest satisfaction.

"Digi has become our go-to-provider in creating a virtualization strategy — decreasing our downtime dramatically, and improving our customer experience. Our collaboration with Digi is what every customer/vendor relationship should be."
— Technical Advisor of Global Deployment, Infrastructure and Integration



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Digi LifeCycle Assurance: Enhanced Service and Support Now Included on Qualifying Devices

For more information, visit:

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