Seamless POS-PMS Integration for Hospitality

How Digi Connect® EZ Mini Enhances Guest Experiences Through a Cup of Coffee.

Challenge

A global hotel chain needed a solution to seamlessly connect POS systems with property management systems (PMS) to improve the guest experience. For global hotel chains, ensuring smooth and secure transactions at on-site coffee shops is a key factor in enhancing customer satisfaction. The goal:

- Allow guests to charge on-site coffee shop purchases directly to their room accounts
- Ensure secure and reliable communication across different hotel locations
- Provide flexibility to implement the solution only at properties with on-site coffee shops

Solution

Digi Infrastructure Management deployed Digi Connect® EZ Mini, a secure and scalable device server, to seamlessly connect the POS and PMS systems. The Digi solution delivers several key benefits.

- **Easy connectivity:** Digi Connect EZ Mini provided a seamless connection between the coffee shop POS and the hotel's PMS system.

- **Quick and hassle-free setup:** A simple configuration makes installation fast and easy, minimizing disruption to daily operations.

- **Flexibility and customization:** The solution is customizable to allow room charges only at properties with on-site coffee shops, while centralized remote management makes it easy to monitor and adjust across locations.

- **Secure and future-ready scalability:** With encrypted communication, the solution meets strict security standards and is designed to grow with future needs and new integrations.

4 Ways Digi Connect® EZ Mini Impacted the Outcome

LifeCycle Assurance

1 Enhanced Guest Experience

Guests can seamlessly charge purchases to their rooms, boosting convenience and satisfaction.

2 Streamlined Management

Centralized control reduces the need for on-site IT support, saving time and resources.

3 Future-Proof Technology

The Digi solution is designed to grow with the hotel. It's compatible with newer PMS and POS technologies, allowing for easy expansion, and new integrations, ensuring long-term reliability.

4 Cost and Time Savings

Quick setup and remote management cut operational costs and minimize downtime.
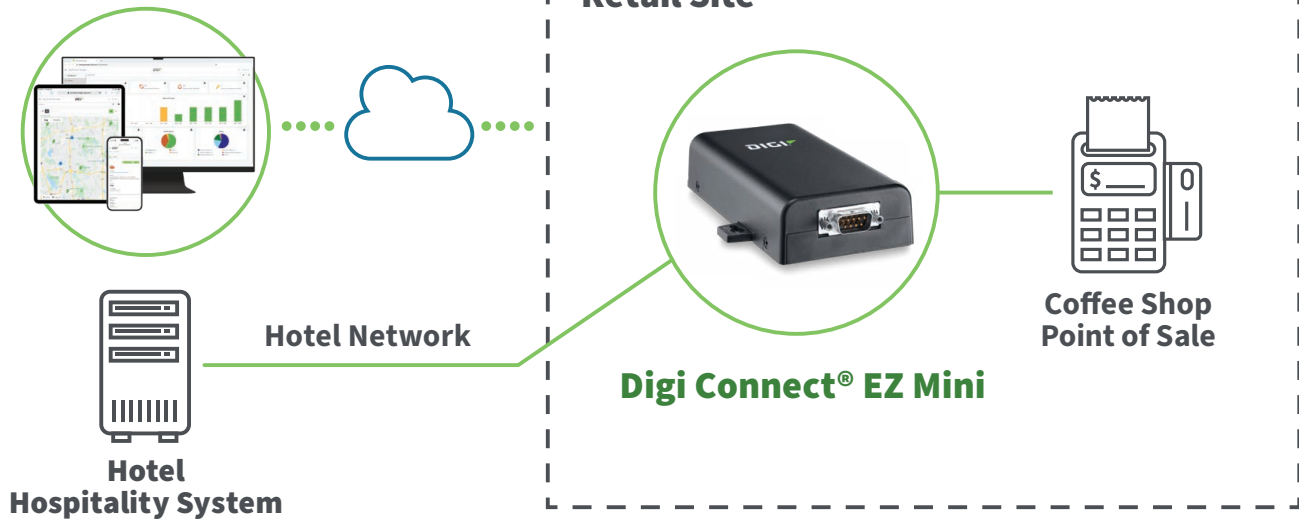
Next Steps: Explore Our Serial Connectivity Solutions

Digi Connect EZ products come with the built-in service and support of Digi LifeCycle Assurance:

- **1-Year 24/7 Expert Technical Support**
- **1-Year Premier Access to** Digi Remote Manager® (Digi RM), Digi's command center for network control
- **5-Year Best-in-Class Device Warranty**

Digi Remote Manager®

Retail Site

Hotel Network

Digi Connect® EZ Mini

Coffee Shop Point of Sale

Hotel Hospitality System

Get in touch with a Digi expert today.

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