tio
TECHNOLOGY
SERVICE
SUPPORT

Hospitality Technology Stack

How we protect and support your property

A comprehensive, layered approach to hotel technology

At TIO IT, we understand that hotel technology needs to be reliable, secure, and properly supported. We build every deployment around a proven stack of enterprise-grade tools each chosen for its role in keeping your property running smoothly and protected against modern threats.

Defence in depth: Multiple layers of protection working together so that no single point of failure leaves your property exposed.

✓ **Security Stack**	Six layers of cyber protection
✓ **Resilience Stack**	Backup, disaster recovery & business continuity
✓ **Server Environment**	On-premise, cloud, or hybrid options
✓ **Hotel Systems**	PMS, IPTV, door locks, VoIP, EPOS
✓ **Microsoft 365**	Productivity & collaboration licensing
✓ **AI Integration**	Consultancy, automation & intelligent workflows
✓ **Fractional CTO**	Strategic technology leadership on demand
✓ **Managed Services**	Proactive monitoring, helpdesk & reporting

Security Stack

Six layers of protection covering your network, endpoints, email, and identities keeping your guests' data safe and your operations running without interruption.

Component	What it does	Why it matters for your hotel
✓ **Network Firewall**	Cloud-managed next-gen firewall with intrusion detection, malware protection, and content filtering.	*Stops cyber attacks at the front door. Protects guest WiFi from being used to access your business network.*
✓ **Patch Management**	Automated vulnerability scanning and patch deployment across all endpoints.	*No more out-of-date systems that hackers can exploit. Reduces the risk of ransomware shutting down your front desk.*
✓ **Email Security**	Gateway-level filtering blocking phishing, malware, and spam.	*Prevents staff clicking on fake booking emails or invoices that could compromise your entire network.*
✓ **Identity Protection**	Detects credential compromise and suspicious login activity.	*Stops stolen passwords being used to access your PMS, financial systems, or guest data.*
✓ **Endpoint Protection**	24/7 managed detection and response on every device.	*If a threat gets through, it's caught and neutralised before it can spread — even at 2am on a Sunday.*
✓ **SIEM Monitoring**	Centralised log aggregation and threat detection.	*Complete visibility across your entire IT environment. Nothing slips through unnoticed.*

Resilience Stack

When technology fails, your hotel still needs to operate. Our resilience layer ensures your critical systems can be restored quickly minimising disruption to guests and revenue.

Component	What it does	Why it matters for your hotel
✓ **Backup & Disaster Recovery**	Image-based server backup with instant virtualisation and cloud failover.	*If your server dies overnight, we can have your systems running in the cloud before breakfast service.*
✓ **Hotel System Protection**	Door lock servers, EPOS, PMS databases — all backed up and recoverable.	*Your guests can still check in, your restaurant can still take orders, even after a major failure.*
✓ **Business Continuity**	Cloud failover for critical systems during major incidents.	*A fire, flood, or hardware failure doesn't have to mean closing your doors to guests.*

Without proper backup: A server failure could mean door locks offline for 2–5 days waiting for replacement hardware. No check-ins, no key cards, no EPOS. With our BCDR platform, you're back up in minutes, not days.

Server & Endpoint Environment

Tailored to each property's needs.

On-Premise Server	Windows Server on-site. For properties where door locks or EPOS require local hosting.	*Your critical hotel systems stay fast and responsive, even if your internet goes down.*
Cloud-Managed (Intune)	Endpoint management via Microsoft Intune. Files in SharePoint and OneDrive.	*Staff can work from any device, anywhere. No server room to maintain or cool.*
SharePoint Only	Lightweight cloud file storage and collaboration.	*Simple, low-cost setup for properties with minimal on-site IT requirements.*

Hotel Systems

The specialist technology that keeps your hotel running from check-in to check-out. We understand how these systems talk to each other and what happens when they don't.

Component	What it does	Why it matters for your hotel
✓ **Property Management**	Central reservation and guest management, integrated with locks, channel managers, and POS.	*One system that ties everything together — bookings, check-ins, billing, and guest history.*
✓ **IPTV & Entertainment**	In-room TV with channel management, Chromecast casting, and guest information.	*Modern guest experience. No complaints about "why can't I cast Netflix?"*
✓ **Electronic Door Locks**	Secure access control integrated with PMS for automated key card management.	*Guests get their room keys instantly at check-in. No manual programming, no delays.*
✓ **VoIP Telephony**	Business-grade voice for front desk, back office, and guest rooms.	*Reliable calls, flexible routing, wake-up calls, and voicemail without legacy phone line costs.*
✓ **EPOS / Point of Sale**	Restaurant and bar systems with PMS integration and payment processing.	*Charges go straight to the guest's room bill. No manual posting, no errors at checkout.*
✓ **Digital Signage**	Lobby and public area displays with content management.	*Promote your restaurant, spa, or events to every guest walking through the lobby.*

Microsoft 365

Productivity tools matched to each role and environment.

✓ **Business Standard**	Office suite, Exchange, Teams, SharePoint, OneDrive (1TB).	*Your team can collaborate on rotas, handovers, and documents from any device.*
✓ **Business Premium**	Adds Intune device management, identity protection, and enhanced email security.	*Lost laptop? Remotely wiped in seconds. No guest data walks out the door.*

AI Integration & Consultancy

Practical AI that saves your team time and improves the guest experience.

✓ **AI Readiness Assessment**	Evaluate your systems and workflows for practical AI opportunities.	*Find out where AI can genuinely save hours, not just where it sounds impressive.*
✓ **Workflow Automation**	Automate reporting, data entry, guest communications, and internal processes.	*Night audit reports that write themselves. Guest feedback responses in seconds.*
✓ **Copilot & AI Adoption**	Microsoft Copilot rollout, training, and adoption support.	*Your team writes emails, reports, and proposals in half the time.*
✓ **Custom AI Solutions**	Bespoke integrations — chatbots, analytics, intelligent workflows.	*An AI concierge that answers guest questions 24/7, or demand forecasting for staffing.*

Fractional CTO

Senior technology leadership without the six-figure salary.

✓ **Technology Strategy**	A roadmap aligned to your business goals, reviewed quarterly.	*Know exactly what to invest in, when, and why no more guessing or vendor pressure.*
✓ **Vendor & Project Oversight**	Independent oversight of vendors, contracts, and delivery.	*Someone in your corner making sure suppliers deliver what they promised, on budget.*
✓ **Board & Leadership Support**	Technology representation at board or ownership level.	*IT decisions explained in plain English. No jargon, no confusion.*
✓ **Budget & Planning**	IT budget planning, cost optimisation, and investment prioritisation.	*Spend less, get more. Every pound of IT spend tied to a business outcome.*

Managed Services & Support

Technology is only as good as the support behind it. Your team should be focused on guests, not IT problems.

Proactive

✓ **Remote Monitoring**	Continuous monitoring of servers, endpoints, and network devices.	*We spot problems before your guests do. Often fixed before anyone even notices.*
✓ **Patch & Update Management**	Automated patching to keep all systems current and secure.	*No more "we need to take the system down for updates" during peak hours.*
✓ **Backup Monitoring**	Daily backup verification, test restores, and DR readiness.	*Peace of mind that your safety net actually works when you need it.*
✓ **Network Management**	Cloud management of firewall, switches, and wireless.	*WiFi issues resolved remotely before a guest has time to complain at reception.*

Reactive

✓ **Helpdesk Support**	Remote support with agreed response times and coverage hours.	*Your team calls one number. We handle everything from password resets to system outages.*
✓ **On-Site Support**	Scheduled and ad-hoc site visits for hands-on work.	*When it can't be fixed remotely, we're there. No waiting days for an engineer.*
✓ **Defined Escalation**	Clear escalation paths documented in your SLA.	*You always know who's handling it, how quickly, and when it'll be resolved.*

Reporting & Review

✓ **Monthly Reports**	Security, patches, backups, tickets, and uptime statistics.	*Clear evidence that your IT investment is working; useful for owners and insurers.*
✓ **Quarterly Reviews**	Face-to-face business reviews with roadmap and recommendations.	*A regular conversation about what's coming next, not just what broke last month.*

Getting Started

Switching IT provider can feel daunting. We've done it many times and we make it as smooth as possible. Here's exactly what happens when you choose TIO.

	Step	Timeline
1	**Discovery & Audit** We visit your property, audit your existing infrastructure, document every system, and identify risks and quick wins. We meet your team and understand how technology supports your daily operations.	**Week 1–2**
2	**Proposal & Agreement** We present a clear, jargon-free proposal covering exactly what's included, what it costs, and what you can expect. No hidden fees, no surprises. We agree SLA terms and coverage hours.	**Week 2–3**
3	**Security & Backup Deployment** We deploy the security stack and backup systems first — firewall, endpoint protection, SIEM, email security, and Axcient BCDR. Your property is protected from day one.	**Week 3–4**
4	**Systems & Integration** We onboard your hotel systems — PMS, door locks, EPOS, IPTV, telephony. We configure monitoring, patch management, and remote access. Everything is documented.	**Week 4–6**
5	**Staff Handover & Training** We introduce your team to the helpdesk, show them how to raise tickets, and walk through the basics. Your staff know exactly who to call and what to expect.	**Week 6**
6	**Steady State & Review** We move into business-as-usual managed services. Monthly reports begin, and we schedule your first quarterly review to check everything is running smoothly.	**Week 8+**

No disruption to guests. We schedule all deployments and migrations around your occupancy. Critical systems like door locks and PMS are never taken offline during changeover. Your guests won't notice a thing.

Built for Hospitality

Every component in our stack has been selected and tested in live hotel environments. We understand the unique demands of hospitality IT; from 24/7 guest expectations to the complexity of integrating PMS, door locks, EPOS, and IPTV into a single, secure, reliable network.

One partner. Total support. From security to strategy.

Ready to talk?

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