PRODUCT BROCHURE

For Hotel Owners & Hospitality Leaders



OKwifi

Hotel-OS

Smart Connectivity & Guest Experience OS for Hotels and Resorts.
Guest Wi-Fi, digital TV and guest services on one platform.

- Guest Wi-Fi
- Guest Access & Registration
- Digital TV
- Guest Services
- Usage & Insights
- Operations & Support

WHY HOTEL-OS

Connectivity is now part of your guest experience.

Today's guests expect fast, easy Wi-Fi and quick service from the moment they arrive. Hotel-OS brings guest Wi-Fi, in-room digital TV and guest services onto one platform, so every stay feels effortless and every department works from the same picture.

Common challenges	With OKwifi Hotel-OS
Wi-Fi complaints hurt reviews Slow or patchy Wi-Fi is one of the most common guest complaints and shows up in online reviews.	**Reliable Wi-Fi everywhere** Seamless, secure high-speed Wi-Fi across rooms, lobby, restaurant, pool and banquet areas.
Generic, forgettable experience A plain password on a card does nothing for your brand.	**A branded digital welcome** Branded login journeys and in-room digital TV put your hotel brand in front of every guest.
Slow response to guest requests Requests passed by phone and paper get lost between departments.	**Digital guest services** Guests raise requests digitally and teams track every one through to closure.
No visibility for management Owners rarely know how connectivity and services are actually performing.	**Insights at a glance** Clear dashboards on usage, peak hours and guest engagement.
IT headaches for a small team Hotels lack in-house IT staff to manage networks and fix issues.	**Managed and supported** Central management and responsive OKwifi support for your property.

Built for

Hotels · Resorts · Service Apartments · Business Hotels · Banquet & Convention Venues · Homestays & Boutique Stays

FEATURES

Everything your hotel needs, on one platform.

FEATURE 01

Guest Wi-Fi

Seamless, secure high-speed internet wherever your guests are.

- Coverage across rooms, lobby, restaurant, pool and banquet halls
- Fair-usage and bandwidth controls per guest
- Consistent experience as guests move around the property
- Separate, secure networks for guests and staff
- Device limits per room or per stay
- Secure access that protects guest data

For the owner: Fewer complaints, better reviews and a guest experience you can count on.

FEATURE 02

Guest Access & Registration

Simple, branded onboarding with access controlled per stay.

- Branded login page with your hotel logo and colours
- Access valid for the duration of the stay
- Authenticated access with user logs to support compliance
- Easy login options, such as mobile OTP or access codes
- Separate access for conferences, events and day guests
- Guest contact details captured with consent

For the owner: Your brand on every login, controlled access and a guest database you own.

FEATURE 03

Digital TV

An in-room digital TV experience that informs and promotes.

- Welcome screen with hotel branding
- Restaurant menus, room service and spa information
- Local information and attractions for guests
- Hotel information, facilities and contact details
- Promote offers, packages and upgrades on screen
- Content updated centrally for all rooms

For the owner: A modern in-room experience that also drives in-house spending.

FEATURE 04

Guest Services

Guests request, teams respond and nothing gets lost.

- Guests raise housekeeping, amenity and maintenance requests digitally
- Status tracking from request to closure
- Response-time visibility for managers
- Requests routed to the right department
- Fewer calls to the front desk
- A record of every request for review

For the owner: Faster service, happier guests and accountable teams.

FEATURE 05

Usage & Insights

Understand how guests use connectivity and services.

- Connected users and devices at a glance
- Bandwidth consumption by area
- Service request trends by type and department
- Peak hours and usage patterns
- Guest engagement trends
- Regular reports for owners and managers

For the owner: Data-driven decisions on capacity, staffing and guest experience.

FEATURE 06

Operations & Support

Centralised management with OKwifi behind you.

- Central dashboard to manage the network and platform
- Proactive alerts when something needs attention
- Remote troubleshooting to reduce downtime
- Monitoring of network health and access points
- Ready for multi-property groups
- Responsive support from the OKwifi team

For the owner: Less IT burden on your staff and peace of mind for management.

One platform for Wi-Fi, TV and guest services. One partner to deploy and support it.

BENEFITS FOR THE BUSINESS OWNER

Better guest experience. Better business results.

Hotel-OS is more than Wi-Fi. It is a guest experience platform that helps you earn more, operate efficiently and protect your reputation.

Higher Guest Satisfaction

Reliable Wi-Fi and fast service lead to happier guests and better online reviews.

More In-House Revenue

Promote restaurants, spa, packages and upgrades through login pages and digital TV.

Stronger Brand Experience

A consistent, branded digital experience from check-in to check-out.

Efficient Operations

Digital requests and routing save staff time and reduce front-desk calls.

Visibility & Control

Dashboards and reports show owners what is happening across the property.

Security & Compliance

Authenticated guest access and separate networks protect guests and your business.

Lower IT Burden

Central management, proactive alerts and OKwifi support reduce downtime.

Future-Ready Investment

Modular platform that grows with your property and adds new capabilities.

The guest journey with Hotel-OS

Check-in
Guest receives easy Wi-Fi access for the stay.

Connect
Branded login and seamless coverage everywhere.

Discover
Digital TV shows facilities, menus and offers.

Request
Guest raises a request; team resolves it fast.

Review
A smooth stay turns into a great review.

VALUE ACROSS YOUR TEAM

Everyone in your hotel benefits

Owners
Better reviews, more revenue and full visibility.

General Managers
Insights to run a smoother operation.

Front Office
Fewer Wi-Fi calls and faster check-ins.

Housekeeping & F&B
Clear, trackable guest requests.

IT / Maintenance
Central control and proactive alerts.

How we deploy Hotel-OS

01
Assess
Site survey of rooms, public areas and existing network.

02
Design
Coverage plan and Hotel-OS configuration for your property.

03
Deploy
Installation, branding setup and staff training.

04
Support
Monitoring, maintenance and ongoing support.

Frequently asked questions

How long does deployment take?
It depends on the size of your property. We share a clear timeline after the site survey.

Do I need an in-house IT team?
No. Hotel-OS is centrally managed, monitored and supported by OKwifi.

Can I use my existing Wi-Fi equipment?
Your current network is assessed during the site survey and reused where suitable.

Can I manage more than one property?
Yes. Hotel-OS is ready for hotel groups with multiple properties.

Give your guests the experience they remember.

Book a free site assessment and a live demo of OKwifi Hotel-OS for your property.

STEP 1
Free consultation & demo

STEP 2
Site survey & proposal

STEP 3
Deploy & delight your guests

Contact Us

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OKwifi Hotel-OS · Smart WiFi. Better Experience.