



# HOSPITALITY-FOCUSED SUPPORT

A fast and reliable infrastructure is mission-critical for your guests and for your staff. When you partner with Blueport, you get an experienced team of professionals with a can-do attitude. We're seekers, intuitive and responsive – we embrace an old-fashioned kind of culture where collaboration and problem solving are simply second nature. We love what we do – and it's reflected in our service.

Our Network Operating Centers are US based with proven stats that speak to our level of dedication. We use advanced software tools to constantly monitor every piece of hardware in the field and maintain a 99.9% up-time.

“ Most people say that if you want something done right, you have to do it yourself, but in the arena of guest room internet support I put my total trust in Blueport.”

John Miller  
Director of Information Technology  
The Broadmoor



INDUSTRY  
INTELLIGENCE



24/7/365  
SUPPORT



PROACTIVE  
MONITORING



US-BASED  
SUPPORT SERVICES



MULTI-LINGUAL  
SERVICES

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774.215.0570 (International)

[www.loveyournetwork.com](http://www.loveyournetwork.com)  
[info@blueportwireless.com](mailto:info@blueportwireless.com)

## Proactive Monitoring

Blueport's proactive monitoring software detects unnatural conditions and immediately triggers a notification to our Network Operations Center (NOC).

## Strong SLA Delivery

Our NOC support incorporates several levels of service to deliver prompt support. We can either complement your team or act as the service resource on your behalf.

## Accelerated IT Performance

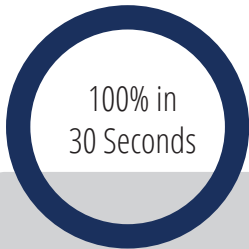
Using comprehensive tools, we don't just treat the symptom, but rather identify the underlying cause of the problem so that the issue is resolved permanently.

## Ability to Scale Rapidly

We'll support changes to your network, bandwidth upgrades, equipment modifications and more – so you can focus on other areas of your business.

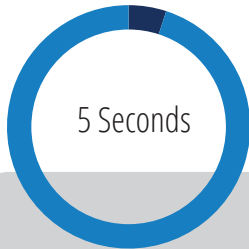


**EVERY DEVICE HAS A PULSE**  
We monitor everything from your access points to your pipe, from your switches to your servers.



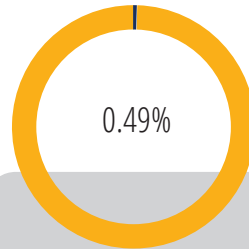
### Service Level Standards

Blueport's support team beats the global metric of phone calls to be answered within a predetermined time.



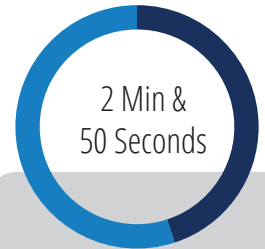
### Average Speed of Answer

Blueport's average speed of answer including queue time is 5 seconds – far faster than global stats of 28 seconds.



### Abandonment Rate

The global metric for call center abandonment rate is between 5-8%, while Blueport's average is less than 1 percent.



### Average Call Wrap Up

Blueport's techs finish all work associated with support calls in less than 1/2 the global metric average of 6 minutes.

## BLUEPORT'S PROVEN SUPPORT

Our reliable Network Operating Centers enable hotels to service guests while we optimize technology behind the scenes.