



CyberCom Business Centre Solutions

Overview

A business centre is invaluable for travellers, who, even if equipped with a laptop computer, rarely bring with them mobile printers. CyberCom business centre solutions are designed to both increase revenue and decrease the cost of running a business centre. CyberCom Business Centre technology is found in hotel business centres, backpacker and Internet cafés across Asia-Pacific.

Customer Experience

Business centre computers are equipped with a prepay system that allows your guest to make use of the business centre computers without staff assistance. Furthermore the login screen is able to provide information to the guest, such showing special promotions, providing additional information about the hotel, or allow bookings within the hotel chain, all without needing to login to the computer.

Once logged in your guest is able to make full use of all the normal office applications, printing facilities, CD burning and transferring of files to or from USB memory or digital cameras.

Once your guest logs off, the computer is completely rebuilt, restoring it to its original state, and removing all viruses, spyware, user installed programs and sensitive private data from the machine prior to the next user login.

Finally your guest need not use all of their credit, but can instead logoff and make use of their remaining credit at another time. Conversely, guests who are running low on time can temporarily place the computer on hold to allow them to buy additional credit from the hotel front desk.

Value Proposition

Be it a stand alone computer or a large business centre, the autonomous design of CyberCom's solution means that a staff member is not required to watch and manage the system. Furthermore, the automated nature of our solution is such that the hotel business centre can remain open 24-hours a day, 365 days a year.

CyberCom Internet operates on a revenue share model with its hospitality partner so setup costs are hugely mitigated. While we typically provide all business centre hardware, our solution can also be installed on existing business centre computers.

It is our intention to be pro-active on system and network monitoring as well as have dedicated centralised account managers to ensure that our services are available for you 365 days a year. With nine support centres across Asia-Pacific, you can be assured that we are there to support you and your guests whenever the need arises.

Prepaid cards can be made exclusive to the hotel chain. This feature allows a customer to buy a prepaid card and reuse it across multiple hotels of the same group in order to promoting loyalty amongst your guests.

Contact your CyberCom account manager now to maximise the value potential of your guest.



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