

Acentic Launches Radiant 4 for Hoteliers

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Acentic, the global hospitality technology company, has launched Radiant 4, a new HSIA solution designed specifically for hotels and hospitality businesses. Radiant 4 is the all new, next generation, High Speed Internet platform which offers an outstanding solution to the connectivity challenges of the hotel industry today.

"In this new world guests expect hotels to offer a Wi-Fi experience that is even better than they may have at home, explains Richard Robinson, Acentic CEO. "Acentic's exceptional track record and in-depth knowledge of the industry has ensured that Radiant 4 delivers that great user experience."

"Radiant 4 is more than an evolution. It's a genuine step change" explains Mark Teasdale, Acentic's Chief Technology Officer. "Radiant 4 is built from the ground up, incorporating well over a decade of HSIA system software development, technology experience and service delivery. It is uniquely designed to cater for the extreme changes in the user behavioural landscape that continues to challenge the market. .

Hoteliers can choose from Radiant 4 basic, or an enhanced module, each offering different levels of functionality. A conference management facility is also available as an optional extra for both. Radiant 4 comes with free, comprehensive product training as well as free software updates and upgrades during the lifetime of a contract*.

"Software design best practice ensures that the installed network can be managed flexibly and monitored easily," says Mark Teasdale. "Radiant 4 enables conferencing, public area and in-room requirements to be managed by the hotel to optimise bandwidth per account and/or client, and maximise revenue opportunities. This enables hotels to control all device connections and maintain overall user satisfaction.

"When we sign a new customer we start with a comprehensive site survey which defines not only the physical layout of a site and the likely hardware requirements, but also what the Wi-Fi challenges and business requirements are. Training, account management and 24/7 multi-lingual, UK-based, support come as standard, with guaranteed system up time and response times to act on any queries.

"Proactive monitoring means that, frequently, we know about issues and potential issues before they become a problem. Our helpdesk and monitoring teams will often investigate and resolve issues, even before a guest calls for help. "

The Radiant 4 platform, is installed locally at the hotel and links to the Acentic Cloud Service, allowing a hotel owner to get a tailor made overview of the performance of their HSIA solution either at one hotel or at a group of hotels. Information reports can be provided either for a single hotel or combined across a group.

Notes to Editors:

* Minimum term contract and room count applies (excludes infrastructure upgrades – switches/aps/networks)

About Acentic

Acentic is a global leader in hotel TV and hospitality technology, operating in more than 40 countries and have been partners of choice to the world's leading hospitality providers for more than 30 years.

At the forefront of In Room Entertainment, Wi-Fi and HSIA technology, Acentic provides turnkey solutions for its clients; from initial survey to installation and ongoing 24 hour support for both hotel and guests.

The Acentic Technology family delivers unrivalled levels of features and functionality with outstanding commercial packages. It operates at every level of the hospitality and conference market from high-end to budget, for boutique or lodges

Acentic. Technology. Made better.

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