

Mobility in Hospitality

Mobility is transforming the hospitality industry by enhancing productivity and enabling higher guest satisfaction. From remote check-in services and in-room devices to mobile points of sales (mPOS) and gaming stations, the use of mobile devices in the hospitality industry is nearly limitless. Embracing mobility enables greater flexibility and productivity, but also introduces security risk to corporate and consumer data. Securing and managing devices can also be complex and a burden to IT departments.

AirWatch® enables hospitality organizations to embrace mobility and secure devices, private customer information and sensitive data. Our advanced mobile security and management capabilities allow you to give each employee the information, applications and content they need, without risk of data loss or exposed information.





Key Benefits for Hospitality

- Support multiple business units, locations and groups with multi-tenant architecture
- · Adhere to corporate security policies and prevent data loss with advanced security features
- Enable personalized settings for users sharing devices with advanced check-in, check-out capabilities
- Provide secure browsing and appropriate access privileges for employees, guests and children
- Secure distribution and mobile access to corporate documents, training materials and more
- Develop custom apps with security and management capabilities built in



Key Features for Hospitality

Enhanced Security

AirWatch enables administrators to leverage advanced mobile devices and applications while securing financial information, guest data and more. Advanced security capabilities provided by AirWatch include strong user authentication, device location tracking, geofencing, and granular access control policies for apps and content based on a user's role or device use.

Multitenant Architecture

AirWatch multitenant architecture is designed to support large-scale deployments. Entire device fleets can be managed at a global level while empowering IT administrators with visibility and management of devices in their different organization groups or locations. Administrators can manage devices by user role, device type or organization group from a single console.

AirWatch Browser

AirWatch enables hospitality organizations to leverage company-branded websites and content to provide a cross-channel experience for guests and employees. With AirWatch® Browser, administrators can disable native browsers and enable kiosk mode across guest-facing devices to restrict browsing to a single website. IT administrators can also whitelist acceptable websites and blacklist restricted websites to ensure guests, children and employees navigate only to approved sites.

Shared Devices

AirWatch enables your guests and staff from different departments to check out devices with authenticated credentials and gain access to personalized apps and content automatically. Once a user checks in a device, it is locked down and inaccessible until it is checked out by an authenticated user.

App Management

With the AirWatch® Software Development Kit, you can develop custom internal applications to fit the needs of your guests and employees, such as an internal food services app for guests to order from your hotel, casino or country club restaurant. The SDK embeds AirWatch management and security capabilities into your app, including analytics. If you utilize existing internal applications, AirWatch® App Wrapping can add security and management features to your application. These internal apps can utilize AirWatch app tunneling to connect with your enterprise systems, like file shares or property management solutions.

Mobile Content Management

With AirWatch® Secure Content Locker™, companies are able to provide a secure, easy-to-access container to store, distribute and update documents and videos. Employees can view current promotions, training materials, menu updates, sales goals and figures, and financial data directly from mobile devices. AirWatch integration with peripherals also allows your users to print content, like cleaning schedules and guest receipts, on demand. Administrators can disable offline access and enforce a geo-fence to prevent access to guest information outside the parameters of your establishment.

About AirWatch by VMware

AirWatch by VMware is the leader in enterprise mobility management, with more than 10,000 global customers. The AirWatch platform includes industry-leading mobile device, email, application, content and browser management solutions. Acquired by VMware in February 2014, AirWatch is based in Atlanta and can be found online at www.air-watch.com.