

EthoStream Remote Management Console (RMC)

Overview

EthoStream's Remote Management Console (RMC) is a uniquely-conceived and comprehensive web-based solution. It enables efficient management of a hotel's high-speed Internet access (HSIA) system by allowing hotel management to check on the system's usage and status at any time. With the RMC's powerful reporting features, real-time information and summary reports may be viewed remotely. By taking an active role in managing their HSIA system, hotel management can ensure that their guests are receiving consistent, quality service.

With EthoStream's RMC, hotel management can take an active role in managing its HSIA system, ensuring satisfied guests.

EthoStream's RMC is the only all-encompassing system of its type currently on the market. It gives hotel management total control of the service that they provide to their guests. With EthoStream's RMC, hotel management can perform the following activities:

- Make instant changes to the HSIA system, whenever necessary
- View the number of guests using the Internet in real time
- Monitor the performance of the HSIA equipment
- Review the bandwidth consumption
- Review the support call statistics and issues
- Listen in to guest support calls, with complete transparency

EthoStream customers become part of the EthoStream Hospitality Network, receiving access to the RMC via a secure login. Everything can be managed from one convenient location on the web, from any computer with a web browser and an Internet connection. Hotel management can manage, monitor and view statistics, such as service levels and customer support, and calculate ROI based on Internet usage, for any hotel that has installed an EthoStream Gateway Server.

The RMC is continuously updated through EthoStream's innovative Release Scheduler, so it always includes the latest upgrades. The RMC is fully integrated with a number of different certification and HSIA programs, including the Hampton Inn Login procedure, the Holiday Inn portal standards and Choice Hotels reporting procedures.

Management

Hotel management can define user rights and who can manage and access the RMC. Several different authorization levels may be created to determine who is authorized to change settings or to access certain sections of the RMC. By selecting the Site Admin or Console Admin options from the top of the RMC, various options are listed, including Bandwidth Prioritization, Billing/Password, Conference Scheduling, Content Filtering, VLAN Configuration, as well as many others.

Monitoring

With the RMC's monitoring features, current and historical HSIA statistics can be viewed to help evaluate and update a hotel's existing HSIA system. By viewing bandwidth utilization, the Internet service can be upgraded proactively in response to increasing guest or hotel needs. The number of HSIA users within a hotel can also be monitored to ensure strictly guest-only usage and to facilitate the growing demand for HSIA.



The device monitoring screen shows that every piece of equipment is monitored to make sure it is responding correctly.

Reporting

The reporting features of the RMC include exportable listings of user-defined reports, such as equipment monitoring, guest-usage, bandwidth and Internet browsing statistics. These reports are solely found in EthoStream's HSIA system with the EthoStream Gateway Server (EGS) and its integration into the EthoStream Remote Management Console (RMC).

RMC Features

Bandwidth Management

- Bandwidth monitoring
- Bandwidth prioritization and configuration

Monitoring

- 24/7 network device monitoring
- ISP monitoring and support collaboration

Reporting

- Bandwidth reporting

Call Support Review and Reporting

- Real-time current usage reporting
- Customer-integrated reporting modules
- System update reporting
- Complete usage history with export

Guest Information

- Guest usage statistics
- Guest access device statistics

Other

- Complete Gateway backup (nightly)
- User, group and dashboard management
- Integrated assistance documentation with search
- Support call online playback ability

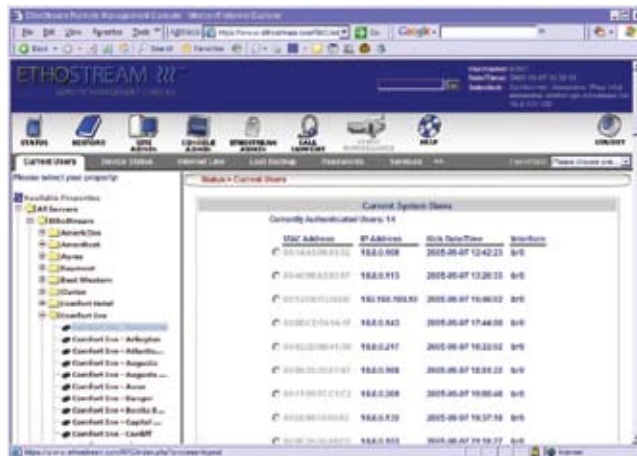
Integration

The RMC is directly integrated with each onsite Gateway, the EthoStream Gateway Server (EGS), enabling extensive functionality. To provide guests with the optimal plug-and-play experience, the EGS creates a seamless online environment for the guest. This same integration allows EthoStream's Support Representatives to assist guests with any issues which may arise, as representatives have an active presence at each location.

The RMC incorporates many critical functions that are required in a hospitality environment, including the following:

- Spam monitoring and denial
- Virus detection and denial
- SMTP redirection and correction
- DNS and proxy redirection
- Universal address translation and AAA

- Automatic upgrades (new technologies and protection against emerging threats)
- All common VPN types supported
- Enhanced support integration
- Divided physical networks for back-office and public access
- Dynamic addition of network hardware
- Multiple VLAN support for conference functionality
- Energy management



This screen shows active users on the network and enables hotel management to determine ROI based on its HSIA investment.

Services

The RMC has a versatile architecture that provides management and control over remote services, with several additional modules available. Plug-ins to the RMC enable control over each of these services. Please contact an EthoStream representative for a demonstration of each module.

Modules

- Remote digital surveillance (monitoring integration with DVR units)
- VoIP telephony E1/T1 devices to utilize high-speed line for PBX
- WiFi mobile phones for the staff to be available anywhere on the property utilizing the wireless infrastructure
- Web-based printing solution for guests
- Video surveillance and security system

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