

# Hotel Technical Requirements





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## Introduction

### Purpose

This document is designed for use as a guide when specifying Hotel Technical Requirements for **hotelimpact** installations.

### Intended Audience

**hotelimpact** employees, **hotelimpact** customers and their employees or 3<sup>rd</sup> party service providers.

### Overview

**hotelimpact** is a hosted software as a service (SaaS) solution powered by industry renowned technology. **hotelimpact** takes advantage of the many features of Microsoft® Windows, Oracle®, and Internet technologies delivered from a professionally hosted environment. To operate the application suite a secure internet connection is required with minimal installation at the Hotel. The following describes the minimum requirements to be provided by the Hotel.

## Network Speed

Connection	Type	Downlink	Uplink	Contention Ratio	Latency
Broadband	DSL	2MB	512kb	20:1	Below 150ms
VPN over Internet	Cisco IPSec	2MB	512kb	20:1	Below 150ms
VPN over dedicated line	Cisco IPSec	2MB	2MB	1:1	Below 150ms

### Note 1: Supported Connection Types

**Broadband:** using public internet: This connection type uses Digital Subscriber Line (DSL). This is the connection type that most people would have at home. When using DSL using the public internet; Latency, bandwidth & contention ratios are factors that determine the internet speed which in turn determine the performance of your business systems.

**VPN over Internet:** using the public internet: A Virtual Private Network would support the same above DSL connection but provides more security. Cisco IPSec is the preferred protocol used by the VPN software.

**VPN over dedicated line:** A Virtual Private Network that would use a dedicated private line between the hotel and the Hotel Impact data centre. Less contention with improved and consistent latency will improve system performance.

**Fixed IP Address:** A minimum requirement of a fixed or static IP Address is required to access Hotel Impact applications.

**Note 2: Downlink:** normally published as the speed of your internet connection, supports approx. 20 concurrent **hotelimpact** connections. Published downlink / download speeds are a theoretical maximum achievable speed on that line. There are many factors that may affect this speed including distance from exchange, age of line, age of internet modem / router etc. The ISP should provide the “*throughput*” speed on your line. That is the maximum expected to be achieved on your line from your location.

The data downlink must be unlimited. Having a connection with a download cap of 10mb would incur high charges if the Hotel were to exceed this limit. Hospitality Impact Ltd. will not be responsible for charges incurred by their customers for internet usage.

**Note 3: Uplink:** refers to the published speed when uploading data to the internet through the internet provider’s network.

**Note 4: Contention Ratio:** ISPs (Internet Service Providers) allow multiple customers to share the same telephone line to use the internet. The more people sharing the line at the same time the less of it to around. This is called the contention ratio. Surfing the net or sending emails one doesn’t see a major impact. A low contention rate is a factor in providing a consistent and stable business application.

**Note 5: Latency:** is the delay in time for a packet of data to get from point A to B. Hotel Impact gives optimal performance with a consistent latency of less than 150ms (milli-seconds).

**Note 6:** Wireless Networks are supported. Customers must be aware the above requirements apply to wireless networks.

**Note 7:** Virtual Private Network (VPN) is the preferred communication method. Least contention, lowest latency and highest level of security. Business broadband connections will provide a support level agreement from your service provider.

**Note 8: Internet Backup:** As a backup solution an internet dongle which uses your telephone provider’s 3g network is sufficient to operate the Hotel Impact application for one user. Please contact hotelimpact support to setup a roaming cisco vpn client on the laptop or workstation. 3g networks do not provide fixed IP addresses therefore this solution will not alone be able to access **hotelimpact**.

**Recommendation:** A dedicated internet line for persons using **hotelimpact** is recommended. This is to ensure the highest quality of connection and reduce contention with other internet users. Ask us about our iBrowse solution which is an MPLS network running over standard broadband. This service can be offered at an extra cost, subject to location and service provider.

## Access restriction using broadband over Internet

For security purposes **hotelimpact** will restrict access to their data centre by IP-Address. For this reason a Fixed IP Address also known as a Static IP Address will be a minimum requirement when accessing the application over an internet connection with or without a virtual private network.

Please consult your network administrator or your internet provider for further details.

## Workstation

Operating System		Minimum(Note1, Note4)	Power User (Note1)	Browser
XP Workstation	OS CPU Memory Disk space	Win XP 1 CPU Core 256 MB 80 MB	Win XP 1 CPU Core 512 MB (Note 2) 80 MB	Internet Explorer is the only supported browser. Version 5.5, 6.0, 7.0, 8.0 can be used.
Vista / Windows 7 Workstation	OS CPU Memory Disk space	Windows Vista Business / Windows 7 Enterprise 1 CPU Core 1 GB 80 MB	Win Vista Business / Windows 7 Enterprise 1 CPU Core 2 GB 80 MB	(same as above)

**Note 1:** Minimum PC configuration supports one **hotelimpact** session and a small application (< 5 MB memory usage). Users who require multiple **hotelimpact** sessions, or use other large applications will require a Power User sized PC. Power User sizing should support 2 Hotel Impact sessions with one other application. Power users with larger needs should add more memory.

**Note 2:** The client memory requirements are a minimum. Microsoft recommends a Minimum of 256 MB memory for Win XP. **hotelimpact** recommends a minimum 512 MB.

**Note 3:** PC's installed with XP SP3, personal firewall software, and/or current anti-virus clients could require additional memory than specified above.

**Note 4:** PC's installed with Vista / Windows 7 require additional configuration. Please reference the "Configuring an Opera Workstation on Windows 7 / Vista" document for additional details. Both 32bit and 64bit workstations are supported. On 64bit workstations, the 32bit IE browser must be used.

**Note 5:** PC's Network Interface Cards should support 100mbps

**Note 6:** Microsoft Windows is the only supported operating system

**Note 7:** Microsoft Internet Explorer is the only support web browser (Internet Explorer version 8 recommended)

**Note 8:** Number of workstations / concurrent users only limited by bandwidth. Hotel Impact does not limit the number of users per hotel

**Note 9:** Internet Explorer version 9 is not supported

## Security

Type	Description	Mandatory
Static / Fixed IP Address	A static or fixed IP address is a unique identification number provided by your internet provider. It is used by <b>hotelimpact</b> to provide access from your network to our data centre.	✓
Anti Virus	<b>hotelimpact</b> recommends industry known antivirus software. There is no restriction imposed on any antivirus product	✓
Firewall	<b>hotelimpact</b> recommends using a firewall solution to manage data protection on their local networks. <b>(See Note1)</b>	✗
Sharing Internet	<b>hotelimpact</b> does not recommend sharing internet connections used for the <b>hotelimpact</b> application with the public. <b>(See Note1)</b>	✗

**Note 1:** It is the obligation of the customer to design, manage and maintain their local area network.

## Printing

Laser Printers preferred. Other printer types will function but quality of output cannot be supported.

**Note 1:** There is no limit on the number of printers

**Note 2:** Multiple Printer trays supported, eg. printing guest invoices on headed paper (tray 1) and printing reports (tray 2) on plain paper with no user input swapping paper around.

**Note 3:** Printer software / drivers must be installed on the user workstation

**Note 4:** Adobe Acrobat reader versions 8 or 9 are used by **hotelimpact** printing and must be installed on each workstation. This will be part of the installation process

**Note 5:** Colour printing is supported

## Third Party Interfaces

### Interface Software

For up to two (2) interfaces, Hotel Impact may share the interface software with a user workstation

### Dedicated Interface PC

For more than two (2) interfaces, Hotel Impact recommends a dedicated workstation

Operating System		Dedicated Interface PC	Communication with hotelimpact
XP IFC Workstation	OS CPU Memory Disk space	Win XP 1 CPU Core 1GB 4GB	https (secure socket layer)

**Note 1:** This formula can be used in determining the memory for an interface PC. OS (256mb for Win XP) plus 50mb for each installed IFC.

Add 100mb for the IFC-Controller Software.

## Remote Support Access

From time to time it may be required that the **hotelimpact** support team can access a user workstation. Methods of remote support will be discussed with the customer prior to connection initiation. **hotelimpact** will always seek approval with the hotel before any remote support access is granted.