

# Fusion Dashboard

## Improve Your Guest Experience with Fusion Dashboard

How is the network performing? How much Internet bandwidth is used during peak times? Which devices are guests connecting with? Fusion Dashboard can answer all of these and other frequent questions you might have regarding your network operations and guest services.

Fusion Dashboard serves your IT and Management staff both locally at individual hotel sites and globally at your head offices. Fusion Dashboard is delivered through our Fusion Platform and is included in the advanced packages of Fusion Internet and Fusion TV.

### Why Fusion Dashboard?

High-Speed Internet Access, TV and other guest-facing technology services are an integral part of the overall guest experience. Fusion Dashboard enables you to manage the availability and quality of these services, and allows you to anticipate both short and long-term changes without having to rely on external parties to collect relevant data.

### What does Fusion Dashboard cover?

Users can access Key Performance Indicators (KPIs) such as bandwidth usage, service availability, infrastructure status, client devices overview and more.

Fusion Dashboard presents a number of widgets for the individual KPIs. It adapts to different screen sizes and displays optimally on laptops, tablets and smartphones.

### Benefits

#### Efficiency

All essential facts at your fingertips: thanks to the area-centric view and reports, you immediately distinguish the issues much more efficiently as well as the smooth-running systems.

#### 24/7 availability

Fusion Dashboard is available at all times and always reflects the latest network and service information.

#### Informed decision-making

Reliable, consolidated data allows you to make well-founded investment decisions based on your actual internet line and network equipment usage before reaching their maximum capacities.

## Highlights

- Serving **individual hotels** as well as **hotel chains**
- Custom designed interface for **chain and regional managers**
- **Zoomable map** to navigate to individual countries, cities or properties
- Run a **health-check on your services** via the 20+ available widgets (Infrastructure, portals, PMS, TV, Chromecast, Mobile key...)
- Search reports by **Business, Service and Technical interests**
- Set up report **templates** and **schedule reports** to be created automatically
- Access **consolidated data** for all hotel sites in a given region, and/or across your chain footprint

# Overview of Fusion Dashboard Modules

DASHBOARD WIDGETS	DESCRIPTION
<b>ALERTS</b>	Receive e-mail alerts notifying you on various aspects of the service's operation such as bandwidth, tickets and client devices
<b>BANDWIDTH CONSUMPTION</b>	Gauge and graph showing the current bandwidth consumption (both upload and download)
<b>CLIENT DEVICES</b>	Overview and details of the client devices connected to our Fusion gateway (status, manufacturer, OS)
<b>CURRENT TICKETS</b>	Graph of tickets open during the last 30 days ordered by status and criticality
<b>CUSTOM WIDGETS (OPTION)</b>	Personalised KPIs, widgets and reporting can be set to meet specific needs
<b>MAP VIEW</b>	Chain users have synthesised view on all sites as well as a map view
<b>INFRASTRUCTURE</b>	Overview and details of the infrastructure devices (AP, Switches, Controllers, PMS, TV Streamer
<b>MOBILE KEY</b>	In a glance, the usage and health of your doorlocks using mobile key
<b>OPERATIONAL STATUS</b>	Traffic light sign showing the overall situation of the concerned services (Network, TV, PMS)
<b>PMS: HOTSOFT AND SERVIATOR</b>	Verify your main business KPI: RevPAR, Occupancy, maintenance..
<b>SPEED TEST</b>	Provides the internet line speed in a real time test
<b>TECHNICAL DOCUMENTATION</b>	Ability to access up-to-date technical site documentation
<b>TICKET AND TICKETS PER VOUCHER</b>	Total number of tickets and tickets per voucher ratio
<b>TV, VOD AND CHROMECAST</b>	Displays TV,Vod and Chromecast usage and availabilities
<b>MOBILE KEY</b>	In a glance, the usage and health of your doorlocks using mobile key
<b>WIFI FLOOR PLAN</b>	Your access points' distribution across your building floors
<b>WIDGET REPOSITIONING</b>	Preferred positioning of the widget in the screen
<b>WIDGET LIBRARY</b>	An evolving library of widgets and KPIs for the hotelier to choose from
<b>CHARACTERISTICS</b>	
<b>SINGLE SIGN-ON</b>	Ability to navigate directly to other Hoist services Tool without requiring to authenticate again
<b>SOLUTION ARCHITECTURE</b>	Hoist Group private cloud
<b>SUPPORTED DEVICES</b>	99% of browsers and devices
<b>SECURITY</b>	SSL encryption for portal On-going security maintenance of servers

DASHBOARD REPORTS	DESCRIPTION
<b>BUSINESS REPORTS</b>	Client devices details (OS, platform, browser, MAC address, IP, upload, download usage) Peak internet access product usage & sales figures PMS charges posted TV and VoD usage reports
<b>SERVICE REPORTS</b>	Bandwidth saturation Detailed incidents and service requests Problem report
<b>TECHNICAL REPORTS</b>	Bandwidth utilisation including average and peak Equipment assets inventory Internet availability
<b>CUSTOMISATION</b>	Customise reports in terms of filters, grouping criteria, output fields, format and visualisation options
<b>FAVOURITES AND SCHEDULING</b>	Save appropriate reports and parameters as templates Re-run them upon your next visit to access relevant data. Schedule automatic creation of reports with a weekly, monthly or quarterly recurrence
<b>LOG</b>	Access history of previously generated reports

The screenshot displays the Hoist Group dashboard interface. At the top, there are navigation tabs for 'Slices', 'Actions', and 'on mobile'. The main content area is divided into several sections:

- Bandwidth utilization:** Shows two gauges for 'Download bandwidth usage' (11.73%) and 'Upload bandwidth usage' (0.68%).
- Speed test:** Displays 'Ping: 17.2 ms', 'Download: 274.78 Mbps', and 'Upload: 216.51 Mbps' with a 'Test again' button.
- Internet access portal:** Includes a 'Log in' button and a gauge for 'Logged in' (0) and 'Logged out' (0).
- Current client devices:** A table with columns for Number, Manufacturer, Platform, OS, and Usage. A donut chart shows 391 total devices.
- Cast to TV:** A table with columns for Wifi, Cast, and Usage. A donut chart shows 359 total devices.
- Operational status:** Shows status for 'Internet', 'TV', 'PMS', and 'Cast to TV' with smiley face icons.
- TV/Radio channels:** A section for 'General' usage with 'Up' (47) and 'Down' (8) indicators.
- Network device status:** Shows 'Down' (12) and 'Up' (212) indicators.
- Current ticket status (last 30 days):** A table with 'Status' and 'Criticality' columns.