



Accommodation And Hospitality

Dependable IT infrastructure for
businesses where the guest experience
depends on systems working

CMTG.COM.AU



The Reality of IT in This Sector

In accommodation and hospitality, IT is guest-facing. Property management systems, point-of-sale platforms, booking engines, payment processing, and guest Wi-Fi are operational infrastructure, not back-office tools. When systems fail, the impact is immediate and visible. Guests cannot check in, transactions cannot be processed, and the brand experience that the business has invested in is undermined by a system that is not working. In a sector where reputation is everything and reviews are permanent, IT reliability is a commercial priority.

The Pressure Points

- Property management systems and point-of-sale platforms need to be available around the clock, including on weekends, public holidays, and during peak periods when support is hardest to access
- Payment systems must be PCI DSS compliant, and the broader IT environment needs to be secured against the credit card data breaches that specifically target hospitality businesses
- Guest-facing Wi-Fi needs to be fast, reliable, and isolated from the operational network, requiring a level of network design and management that most venues manage poorly
- Staff turnover is high and access management, device provisioning, and onboarding need to be simple and fast
- Multi-venue operators need a consistent IT environment across all locations managed from a single point of accountability
- The cost of IT failure during a peak trading period, new year, school holidays, or a major event, is directly measurable and significant

Why Standard IT Falls Short

Hospitality IT has often been treated as a low priority until something fails at the worst possible

A property management system that goes down on a Friday night, a payment system that stops processing on a public holiday, or a Wi-Fi network that collapses during a fully booked period are not theoretical risks. They happen regularly to venues that treat IT as an afterthought. The businesses that have proper managed IT and tested recovery capability are the ones that continue trading when others are turning guests away.

What CMTG Brings to This Sector

1



SYSTEMS AVAILABLE WHEN YOU NEED THEM:

CMTG's NOC monitors client environments around the clock. For venues operating outside standard business hours, this means IT support that does not stop when the office closes. Issues are identified and resolved before they affect operations.

2



CYBER SECURITY AND PAYMENT COMPLIANCE:

Fortinet network security and endpoint protection, configured to isolate guest networks from operational systems and protect payment infrastructure. CMTG can support PCI DSS compliance requirements across the IT environment.

3



RAPID RECOVERY FROM SYSTEM FAILURES:

Immutable backup with sub-1-hour recovery means that in the event of a system failure or ransomware incident, the property management system and operational data can be restored quickly. Trading resumes rather than being suspended.

4



CONNECTIVITY AND NETWORK MANAGEMENT:

CMTG designs and manages network environments that separate guest and operational traffic, deliver consistent Wi-Fi performance, and provide the connectivity that modern hospitality operations depend on.

What It Looks Like in Practice

A multi-venue hospitality operator across the Perth metropolitan area engaged CMTG to address an IT environment that had grown without a consistent architecture across locations.

CMTG standardised the network across all venues, implemented Fortinet security isolating guest Wi-Fi from operational systems, established NOC monitoring across all locations, and migrated the operational data environment to CMTG's sovereign cloud. The operator now has a single IT partner managing all venues with a consistent support model and a clear recovery capability.

Relevant Credentials

1



24/7 MONITORING:

NOC monitoring with proactive issue detection and resolution across all hours of operation

2



NETWORK DESIGN:

Fortinet-secured network architecture with guest and operational traffic isolation

3



RECOVERY:

Sub-1-hour RTO with immutable backup and quarterly DR testing

4



MULTI-SITE MANAGEMENT:

Single managed services agreement covering multiple venues with a dedicated Technical Account Manager

If your venue has experienced a system failure during a trading period, is uncertain about the security of your payment environment, or manages IT across multiple locations without a consistent architecture, CMTG can provide an assessment and a practical path to a more reliable environment.