



GUEST SOLUTIONS - TECH & INNOVATION

Europe & North Africa

Explore our comprehensive ENA IT/Guest Technologies catalog showcasing negotiated turnkey solutions and preferred suppliers, tailored to meet your hospitality needs.

Q1 2026

ASTORE

SHARE YOUR NEEDS


IT & GUEST TECHNOLOGIES 2026



We are gathering a clear **overview of 2026 budgets, priorities, contract renewals and upcoming IT & Guest Technologies projects.**

Your feedback helps us **anticipate your needs and guide the development of our future solutions.**

(This is not an audit and does not imply any commitment.)

 Estimated time: 5 minutes



[Questionnaire IT / Guest Technologies 2026](#)

 **Scan the QR Code** to respond!

Click here to access the form!

Click on Astore logo from any slide to jump back to the index !

Click on a topic to jump to the related section

Need help to understand a topic ? Check the FAQ [here](#)

Our categories



In room solutions

- TV MANUFACTURERS
- TV INTEGRATORS
- IPTV CLOUD
- TV CHANNELS
- LOCKS, KEYS & CARDS
- SAFE
- DIGITAL ROOM DIRECTORY
- SOUND EQUIPMENT
- MINIBARS



Public areas

- IN-HOTEL PAYMENT
- PRINT
- VIDEO SURVEILLANCE & CCTV
- PARKING SYSTEMS
- DYNAMIC DISPLAY
- SELF-SERVICE KIOSK
- SOUND SYSTEM
- MUSIC PROVIDERS
- WEB CORNER
- PAY AT THE TABLE



FOCUS HUB CONTRACTS



Meeting room, Events & digital press

- MEETING ROOMS SOLUTIONS
- EVENTS
- DIGITAL PRESS



Telco Infra & Wi-Fi

- WIFI
- WAN INTERNET ACCESS
- XPBX
- TELEPHONE SETS
- MOBILE SERVICES
- ANTENNA



Operational services

- IT RESELLERS (HW/SW)
- PC HARDWARE
- FINANCING SERVICES
- HR SOFTWARE



Smart Building & Efficiency

- GUEST ROOM MNGMT SYST
SMART THERMOSTATS
- BUILDING MNGMT SYST
- WATER EFFICIENCY SOLUTIONS



In room solutions

TV
MANUFACTURERS

TV
INTEGRATORS

CASTING
SHORT

DIGITAL ROOM
DIRECTORY

IPTV



Meeting room & digital press

MEETING ROOMS
SOLUTIONS & EVENTS



Telco Infra & Wi-Fi

WIFI

WAN INTERNET
ACCESS

XPBX

ANTENNA



Public areas

PARKING
SYSTEMS

DYNAMIC
DISPLAY

VIDEO SURVEILLANCE
& CCTV

PAYMENT
SOLUTIONS

PAY AT THE TABLE
QR CODES



Operational services

FINANCING
SERVICES



Smart Building & Efficiency

Click on a topic to jump
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section



FAQ ?



In room solutions

TV
MANUFACTURERS

TV
INTEGRATORS

IPTV AND CASTING
SOLUTIONS

TV
CHANNELS

LOCKS, KEYS
& CARDS







SAFE

DIGITAL ROOM
DIRECTORY

SOUND EQUIPMENT

MINIBARS

In room solutions index

-  **In room solutions**
-  **Public areas**
-  **Meeting room & digital press**
-  **Telco Infra & Wi-Fi**
-  **Smart Building & Efficiency**
-  **Operational services**

? *Any question ?
More information about this category [here](#)*

TV MANUFACTURERS







Please mention you are an Astore Establishment to benefit from our negotiated T&C's


Vendor	Supplier description	Scope	More
	LG is a global leader in consumer electronics and innovative display solutions for the hospitality industry.	ENA	
	Philips is a global provider of lighting and medical imaging technologies, delivering innovative solutions for the hospitality sector.	ENA	
	Samsung is a world-renowned technology company offering innovative electronic solutions for the hospitality industry.	ENA	



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*BYOC: Bring Your Own Content **BYOD: Bring Your Own Device















-  In room solutions
-  Public areas
-  Meeting room & digital press
-  Telco Infra & Wi-Fi
-  Smart Building & Efficiency
-  Operational services

 **Any question ?**
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TV INTEGRATORS 1/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Nonius is a provider of technology solutions for the hospitality industry, focusing on communication and entertainment services.	ENA	
	Planet is a specialist in network and communication solutions for the hospitality industry.	ENA	
	Victoria Digital/Humelab is an expert in digital solutions for hospitality, focusing on interactive services for guests.	ENA	
	Keuk is an Integrator of technology solutions for hospitality, focusing on energy efficiency and IT services.	ENA	
	Passman is a high-performance smart Wi-Fi and Telecommunication solution provider.	ENA	
	M3 Connect is a company that specializes in providing innovative solutions for guest Wi-Fi and connectivity services. They focus on delivering reliable and secure internet access for businesses in the hospitality sector.	ENA	
	Wifirst offer Wi-Fi and internet solutions, specialize in providing reliable, high-performance wireless connectivity services.	ENA	



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TV INTEGRATORS 2/2

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≡ **A**STORE

 In room solutions


 Public areas

 Meeting room & digital press





















 Telco Infra & Wi-Fi

 Smart Building & Efficiency

 Operational services

 **Any question ?**
More information about this category [here](#)










Vendor	Supplier description	Scope	More
	Airwave is an expert in telecommunications and interactive entertainment solutions for the hospitality industry.	United Kingdom	
	EtaVis is a specialist in electrical and security solutions for hotel establishments.	Switzerland	
	Techotels (previously HotelInnovativ France) is a provider of innovative technology solutions to enhance guest experience in the hospitality industry.	France	
	HotelInnovativ is a provider of innovative technology solutions to enhance guest experience in the hospitality industry.	Switzerland	
	UK Media is provider of audiovisual and entertainment solutions for the hospitality industry.	Germany	
	Ipmasd is an expert in content management and distribution solutions for hotels.	Spain Portugal	
	Kemcomm distributes audio video products, media and professional applications for the Digital...	Italy	
	Mikenopa is a fast-growing international company whose sole focus is to provide High-Speed Internet Access (HSIA), Guest Room Entertainment and Network solutions to hotels.	Greece	
	INSTALSAT is one of the pioneers of the satellite TV industry in Poland. The main activity of the company is a comprehensive execution of telecommunication systems.	Poland	
	FM Audiovisuais is a company specialising in trade and services related to television, audiovisual, multimedia and IT equipment.	Portugal	



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IPTV CLOUD & CASTING

Preferred Accor solutions based on Cloud IPTV tender requirements

Vendor	description	Scope	More
	Otrum is a leader in interactive solutions for hospitality, providing communication and entertainment services.	ENA	
	M3 Connect is a company that specializes in providing innovative solutions for guest Wi-Fi and connectivity services. They focus on delivering reliable and secure internet access for businesses in the hospitality sector.	ENA	
	Passman is a high-performance smart Wi-Fi and Telecommunication solution provider.	ENA	
  For solutions from manufacturers, subscribe directly through Accor selected TV Integrators			

Other available solutions

				ENA
				



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TV CHANNELS

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
CANAL+	CANAL+ est la chaîne généraliste qui traite du cinéma, du sport, des séries, des documentaires ainsi que des émissions de divertissement, jeunesse et découverte.	France, Poland	
	DAZN provides hotels with access to premium sports events, helping them attract more guests and enhance the on-site customer experience.	France	
	DAZN is a British sports streaming and entertainment platform. The DAZN platform broadcasts live and on-demand sport in over 200 countries worldwide.	Germany	



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LOCKS 1/2


Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
ASSA ABLOY	ASSA ABLOY is a global leader in security solutions, providing access control systems for the hospitality industry.	ENA (Accor) FR (Accor + Astore partners)	
Onity	Onity is a provider of electronic security solutions, offering locking systems for the hospitality industry.	ENA	
dormakaba	Dormakaba is a specialist in security and access control solutions for hotel establishments.	ENA Accor only	
GCSTIMES	GCSTIMES is a global, professional, high-quality platform for the manufacturing and supply of sustainable products and services for the hospitality industry	ENA Astore partners only	



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CARDS 2/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	RFID Hotel is a hotel key-card specialist, offers all types of chip and is compatible with all lock systems.	ENA	
	GCSTIMES is a global professional and high-quality manufacturer & supply platform for sustainable development products and services in Hospitality.	ENA	
	ASSA ABLOY is a global leader in security solutions, providing access control systems for the hospitality industry.	ENA (Accor) FR (Accor + Astore partners)	



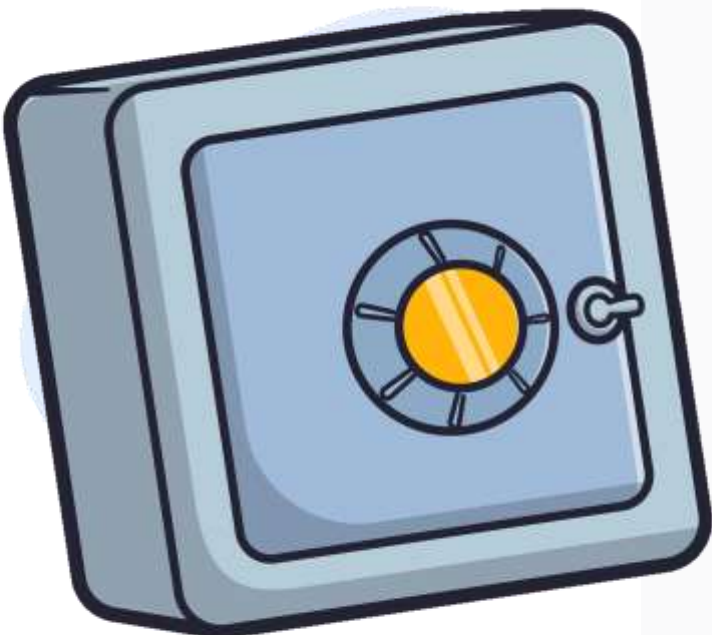
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SAFES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
 FICHET	Fichet offers security furnitures and reception safes, theft protection solutions, safes certified according to EU 1143-1, CNPP Cert label A2P	FRANCE	
ASSA ABLOY	Assa Abloy is a global leader in security solutions, providing large selection of high security safes.	ENA (Accor) FR (Accor + Astore partners)	
 Onity	Onity is a provider of electronic security solutions, electronic in-room safes, for the hospitality industry.	ENA	
 dormakaba	Dormakaba is a specialist in security and access control solutions for hotel establishments.	ENA Accor only	
 SAFEMARK	Safemark has played a critical role in the evolution of in-room safes. Working side-by-side leaders in the hospitality industry, we've implemented high-performance security features that withstand intensive use while ensuring guest functionality is not compromised.	ENA	



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MINIBARS


Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	<p>Dometic has sales offices in over 30 countries, and its products are sold with local after-sales support in more than 100 countries. The company has over 50 years of experience in the hospitality industry. All Dometic production facilities are certified according to ISO 9001, ISO 14001, and ISO 50001 standards.</p>	<p>ENA</p>	
	<p>Market leader and innovator in the field of automatic minibars A product that delivers profitability, energy savings, and enhanced customer experience.</p>	<p>ENA</p>	
	<p>Leading provider of cooling and refrigeration systems for vehicles, hotels, cruise ships, and outdoor travel experiences. A wide range of minibars featuring the most advanced technology and tailored to meet various customer needs.</p>	<p>ENA</p>	







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DIGITAL ROOM DIRECTORY

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	2roomz / Dgstay offers digital room directory services enhancing guest experiences with intuitive navigation and information	ENA	
	Bowo is an innovative tech solutions for efficient document management and workplace optimization	ENA	









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SOUND EQUIPMENT

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
 BANG & OLUFSEN	<p>Bang & Olufsen offers a high-end audio solution, combining design and performance with complete control over the sound chain, from sources and inputs to audio management systems, amplifiers, and speakers. Known for its acoustic expertise and innovative aesthetics, Bang & Olufsen creates immersive sound experiences.</p>	ENA	
 DEVIALET	<p>DEVIALET offers a comprehensive audio solution, mastering every stage of sound, from sources and inputs to management systems, amplifiers, and speakers. With its patented ADH® technology that combines analog and digital, DEVIALET ensures exceptional sound quality.</p>	ENA	
	<p>Neo2C is a retailer specializing in audio equipment for the hospitality industry, offering a range of high-quality Bluetooth speakers. These solutions enable hotels to provide their guests with powerful and clear sound, allowing them to easily connect their devices and listen to their own music. This enhances the overall guest experience by integrating modern audio technology into hotel rooms.</p>	ENA	



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Meeting room & digital press index



Meeting room & digital press

MEETING ROOMS SOLUTIONS

DIGITAL PRESS

EVENTS

MEETING ROOMS SOLUTIONS 1/2

≡ **A**STORE

 In room solutions


 Public areas

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 Operational services

 **Any question ?**
More information about this category [here](#)

Click here  and discover our catalog dedicated to these solutions!




Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
Preferred Accor solutions based on Meeting Rooms Solutions tender requirements			
	Econocom is a technology services expert providing IT solutions for the hotel industry.	France	
	SCC is an IT services supplier that provides technology solutions for the hotel industry.	France	
	Groupe Convergence is an expert in telecommunications and audiovisual equipment, providing integrated solutions to hotel establishments."	France	
	Summit Dis provides hybrid meeting solutions. Digital signage deployment.	The Netherlands	
	Victoria Digital/Humelab is an expert in digital solutions for the hospitality industry, specializing in interactive services for guests.	ENA	
	Alliance Project provides audiovisual and hybrid solutions for meetings.	France	
	Connexing is a leading provider of audiovisual solutions for enterprise connectivity.	France	
	ICA provides audiovisual and hybrid solutions for meetings.	France	



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MEETING ROOMS SOLUTIONS 2/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier Description		Plus
	PJD provides audiovisual and hybrid solutions for meetings.	France	
	SVS provides sophisticated audiovisual systems for memorable events. Rental only.	France (Paris and surroundings)	
	Digitopia provides hybrid meeting solutions and deploys digital signage systems.	Belgium	
	Avex provides hybrid meeting solutions. And video conferencing technology.	The Netherlands	
	Blau Solutions provides digital signage solutions, hybrid meeting technology, audiovisual integration, interactive screens, video walls, touch kiosks, wayfinding systems, remote collaboration tools, technical support, and maintenance.	Spain, Portugal	
	Kemcomm distributes audiovisual products, media, and professional applications for digital..	Italy	
	Meeting room equipment, digital signage, audiovisual.	ENA	



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EVENTS SOLUTIONS

Please mention you are an Astore Establishment to benefit from our negotiated T&C's





Vendor	Supplier description	Scope	More
	Encore is a large events organization with equipment renting, installation and dismantling at the end. Long-term rental of equipment	ENA	
	Fréquence is a large events organization with equipment renting, installation and dismantling at the end. Long-term rental of equipment	France	
	Keuk is a large events organization with equipment renting	ENA	
	AV services provides audiovisual equipment rental, Event production, Lighting and sound services, Virtual and hybrid event solutions, LED screen installations, Technical support, Multimedia content creation	Spain	
	AVEX provides services for Congresses, corporate festivities, cultural events, open ceremonies, press conferences, shareholder meetings	The Netherlands	
	SVS provides sophisticated audiovisual systems for memorable events. Rental only.	France (Paris and surrounding areas)	
	Visau Multimedia Zoo provides end-to-end event organization services enhanced by multimedia and digital experiences. It designs, produces, and manages immersive events using visuals, sound, and interactive technology.	Poland	

Any question ?
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DIGITAL PRESS

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	<p>PressReader allows your customers to find and share more than 7000 newspapers and magazines from more than 120 countries around the world. This personalized and ecological solution allows Hotels to better meet the specific needs of their guests.</p>	<p>ENA</p>	
	<p>For over 22 years Gold Key Media has been supplying the World's best Hotels with the finest international selection of newspapers and magazines. The quality of our publisher portfolio is what makes us stand out against our competition. Ranging from The New York Times, Financial Times, The Wall Street Journal, Vogue, Conde Nast Traveller etc..</p>	<p>ENA</p>	



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Public areas index



Public areas

**IN-HOTEL
PAYMENT**

PRINT

**VIDEO SURVEILLANCE
& CCTV**

PARKING SYSTEMS

DYNAMIC DISPLAY

SELF-SERVICE KIOSK

SOUND SYSTEM

MUSIC PROVIDERS

WEB CORNER

PAY AT THE TABLE

- In room solutions
- Public areas
- Meeting room & digital press
- Telco Infra & Wi-Fi
- Smart Building & Efficiency
- Operational services

Any question ?
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IN-HOTEL PAYMENT SOLUTION

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	In ENA, standalone Direct Currency Conversion solution (DCC) is accessible through a defined list of acquirers, creating an additional revenue stream for hotels.	ENA	
	All-in-one solution combining acquiring, gateway, support, and integration. Wide geographical coverage and premium deployment experience, helping hotels simplify payments with a single provider. Integrations: Opera Cloud PMS, FOLS.	ENA	
	Reseller of Worldline AXIS in France only Historical partner in France with Ingenico/Worldline. Solution integrates with French banks for acquiring, offering reliable and well-established local payment expertise. Integration: FOLS (legacy), Opera Cloud PMS (in pilote phase).	France	

CASH REGISTER

	The AURES Group is an IT manufacturer of a complete range of hardware solutions for the international POS market (point of sale and service, retail, hospitality, etc) and the Integration KIOSK sector.	ENA	
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PRINTERS & MFP

(MULTI FUNCTIONAL PRINTERS)

Please mention you are an Astore Establishment to benefit from our negotiated T&C's







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-  Smart Building & Efficiency
-  Operational services


Vendor	Supplier description	Scope	More
	Konica Minolta provides Multi Functional Printers, Data management	FR, DE, BE, NL, SP,PT, UK, AT, IT, CH	
	Econocom is a reseller of IT Accor approved solution (Lexmark, Epson, Hpi) and others	France	
	SCC is a reseller of IT Accor approved solution and others (Brother, Epson, Lexmark, Canon, Hpi, Xerox)	France	
	Dataquest is an expert in IT solutions, offering data management services for the hospitality industry. Multi Brands solutions reseller (Kyocera, Canon, Ricoh, HPI, Lexmark, Sharp, Brother)	Germany, UK, NL	
	Ricoh provides Multi Functional Printers and smaller devices through their partner Brother	France Italy (other ENA countries in progress)	 



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-  Telco Infra & Wi-Fi
-  Smart Building & Efficiency
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 **Any question ?**
 More information about this category [here](#)



VIDEO-SURVEILLANCE & CCTV 1/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Securitas Technology provides services for videosurveillance, intrusion detection, PTI	France	
	Anaveo provides services for videosurveillance, intrusion detection,	France	
	Chubb Delta provides services for videosurveillance, intrusion detection, PTI	France	
	Tiberode provides services for videosurveillance, intrusion detection,	France	
	JDC provides services for videosurveillance - payment systems - weighing equipment - order systems - - e-commerce platform creation - PMS -	France	
	Eryma provides services for videosurveillance, mainly for ECO brands	France	
	Anti-intrusion device (lockOFF) Doubt removal device with photo sensor (blackOTUS) Portable alert device (pushPANIC)	France	



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VIDEO –SURVEILLANCE & CCTV 2/2







Please mention you are an Astore Establishment to benefit from our negotiated T&C's


Vendor	Supplier description	Scope	More
	French manufacturer of Isolated Worker Alarm Devices (ergonomic DATI belt)	France	
	MEO is a mobile and fixed telecommunications service and brand from Altice Portugal, managed by MEO - Serviços de Comunicações e Multimédia.	Portugal	
	Protection one provides services for robbery protection, data protection compliant, videosurveillance, technical fire protection and cloud-based access control.	Germany	
	ProConnect B.V. is a provider of voice, data, security and connectivity services for the Hospitality branch.	BeNeLux	
	Besides Audiovideo, they can provide and install CCTV devices	Spain, Portugal	



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PARKING SYSTEMS







Please mention you are an Astore Establishment to benefit from our negotiated T&C's


Vendor	Supplier description	Scope	More
	Orbility provides services for Parking management system, Parking access for hotel guests, different payment systems	France	
	Mentis Services / Bouygues provides services for parking management system, Parking access for hotel guests, different payment systems	France and other EU Countries	 

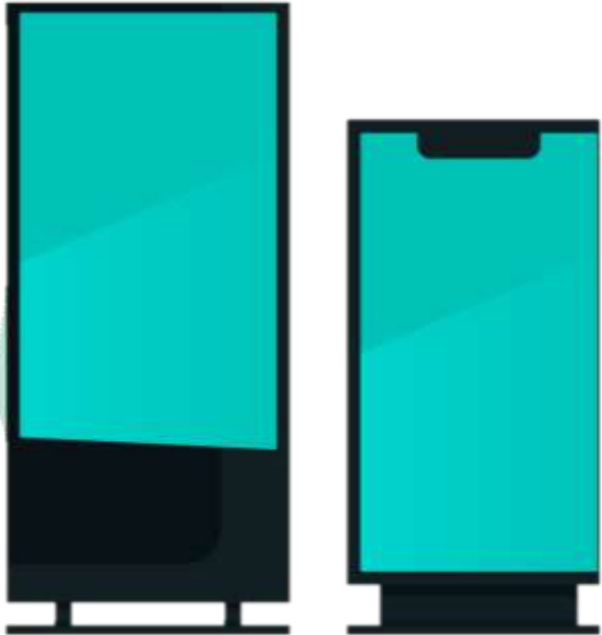
Looking to give your parking a marketing boost?
 Get your parking **featured on the OnePark App** to **increase visibility!**

	<p>Onepark is a parking booking platform which allows hotels to generate additional income on their parking offer at no cost and no constraint of management.</p> <p>More than 500 hotels across 8 countries in ENA are currently distributed on our website, generating in average more than 1 000€ excl. VAT per spot per year.</p>	ENA	
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DYNAMIC DISPLAY 1/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Uniguest (ex Otrum) is a provider of hospitality technology solutions, offering innovative and user-friendly services to enhance the guest experience.	ENA	
	Planet(ex Hoist) is a specialist in network and communication solutions for the hospitality industry.	ENA	
	Victoria Digital/Humelab is an expert in digital solutions for hospitality, focusing on interactive services for guests.	ENA	
	KEUK is an integrator of technology solutions for hospitality, focusing on energy efficiency and IT services.	ENA	
	Nonius is a provider of technology solutions for the hospitality industry, focusing on communication and entertainment services.	ENA	

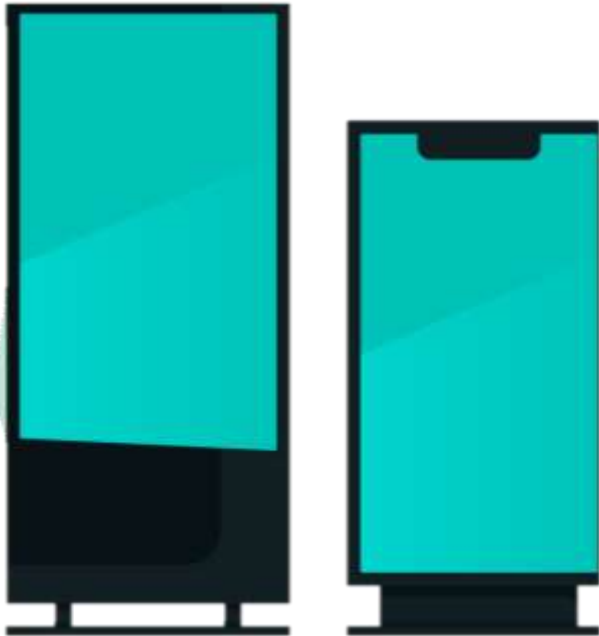


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DYNAMIC DISPLAY 2/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's


Any question ?
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Vendor	Supplier description	Scope	More
	Airwave is an expert in telecommunications and interactive entertainment solutions for the hospitality industry.	UK	
	Etavis is a specialist in electrical and security solutions for hotel establishments.	Switzerland	
	Hotel Innovative is a provider of innovative technology solutions to enhance guest experience in the hospitality industry.	Switzerland	
	Techotels is a provider of innovative technology solutions to enhance guest experience in the hospitality industry.	France	
	Summit Dis is a provider of digital signage and meeting room solutions, tailored to enhance communication and collaboration in various business environments.	The Netherlands	
	UK Media is a provider of audiovisual and entertainment solutions for the hospitality industry.	Germany	
	AVEX provides services for Digital signage, video, led walls	The Netherlands	
	KEMCOMM is a provider of digital signage and meeting room solutions, offering tailored solutions for effective communication and collaboration.	Italy	
	IPMASD is an expert in content management and distribution solutions for hotels.	Spain Portugal	
	Blau Solutions is a provider of digital signage and audiovisual integration for hotels.	Spain	







DAC – OUTDOOR KIOSK

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
 Enabling guest check-in experiences	Ariane provides self-check-in solutions for boutique hotels. From small to large, 1 to 5 stars - Ariane's solutions can help make check-in Safe, Simple, and Efficient for every type of hotel	ENA	









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SOUND SYSTEM

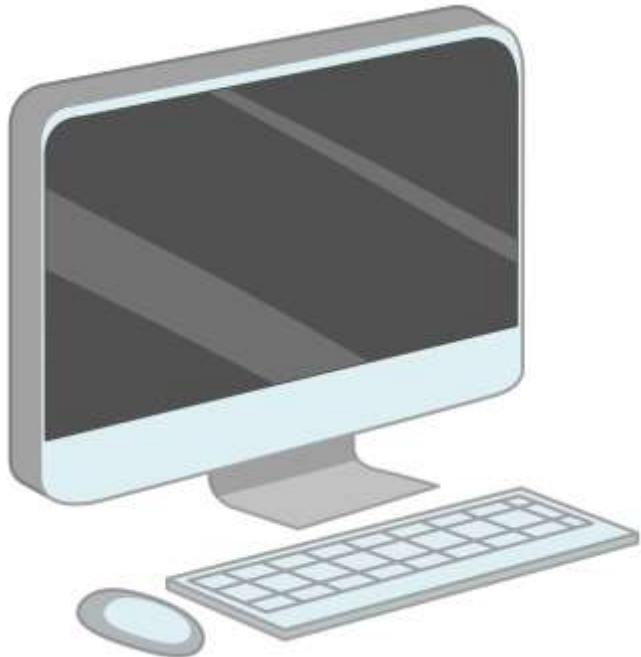
Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Fournisseur	Description du fournisseur	Où ?	+
 	<p>Audio, from the sources and inputs through the audio management system, amplifiers, and finally the speakers.</p> <p>A complete sound solution with the same brand : BOSE.</p> <p>Long-standing partnership between Bose and Accor Hotels.</p>	ENA	
 BANG & OLUFSEN	<p>Bang & Olufsen offers a high-end audio solution, combining design and performance with complete control over the sound chain, from sources and inputs to audio management systems, amplifiers, and speakers. Known for its acoustic expertise and innovative aesthetics, Bang & Olufsen creates immersive sound experiences.</p>	ENA	
 DEVIALET	<p>DEVIALET offers a comprehensive audio solution, mastering every stage of sound, from sources and inputs to management systems, amplifiers, and speakers. With its patented ADH® technology that combines analog and digital, DEVIALET ensures exceptional sound quality.</p>	ENA	







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WEB CORNER

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Passman is a high-performance smart Wi-Fi and Telecommunication solution provider.	ENA	
	Uniguest is a leader in interactive solutions for hospitality, providing communication and entertainment services.	ENA	



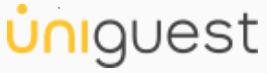











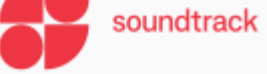




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MUSIC PROVIDERS

Please mention you are an Astore Establishment to benefit from our negotiated T&C's





Vendor	Supplier description	Scope	More
	Numerika (ex Mediawave) is one of the main companies in in-store audiovideo communication, provides contents, updated remotely, with hardware and software technology on free loan for use	Italy	
	Uniguest is a leader in interactive solutions for hospitality, providing communication and entertainment services.	ENA	
	Mood Media Corporation is a leading in-store media specialist that uses a mix of music, visual and scent media to help its clients communicate with consumers with a view to driving incremental sales at the point-of-purchase.	ENA	
	Musicstyling are a dedicated team of passionate music experts who manage your sound environment for you, ensuring it always remains fresh, bright, warm, genuine and perfectly suited to the moment.	ENA	
	Music concierge works closely with Accor and understand the unique requirements of the individual brands. Clever music curation positively impacts revenue generation by enhancing the atmosphere	ENA	
	Radiopark is one of the leading suppliers for customized, tailor-made ambient music. With a vast experience since 2003 and clients in over 40 countries we can cater every Accor hotel brand with their respective music concepts.	ENA	
	SPECTRE is an international music consulting and service team with global clients and offices in Paris, Dubai, and Hong Kong. It enhances a brand's DNA and experience at all consumer touchpoints with branded playlists and bespoke audio productions.	ENA	
	Soundtrack offers a music streaming service with over 100 million tracks and tools for every area of your hotel. Improve the customer experience and strengthen your brands simply.	ENA	

 **Any question ?**
 More information about this category [here](#)









PAY AT THE TABLE – QR CODES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	To receive a quotation for your hotel, contact your local CTS or our partners directly clicking on the loop in last column.	ENA	
	To receive a quotation for your hotel, contact your local CTS or our partners directly clicking on the loop in last column.	ENA	







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-  In room solutions
-  **Public areas**
-  Meeting room & digital press
-  Telco Infra & Wi-Fi
-  Smart Building & Efficiency
-  Operational services



ROBOTS

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Fournisseur	Description du fournisseur	Où ?	+
	<p>Jobotto is the official distributor of PUDU Robotics in France, offering autonomous robots for the hospitality sector. Solutions include delivery, cleaning, luggage, and advertising robots, all designed to improve operations and elevate the guest experience.</p>	France	
	<p>Victoria Digital is an expert in digital solutions for the hotel industry, focusing on interactive services for guests.</p>	ENA	



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Telco Infra & Wi-Fi

WIFI

WAN INTERNET
ACCESS

XPBX

TELEPHONE
SETS

MOBILE SERVICES

ANTENNA

Telco Infra & Wi-Fi index

WI-FI MANUFACTURERS

≡ **A**STORE

 In room solutions


 Public areas

 Meeting room & digital press

 **Telco Infra & Wi-Fi**

 Smart Building & Efficiency

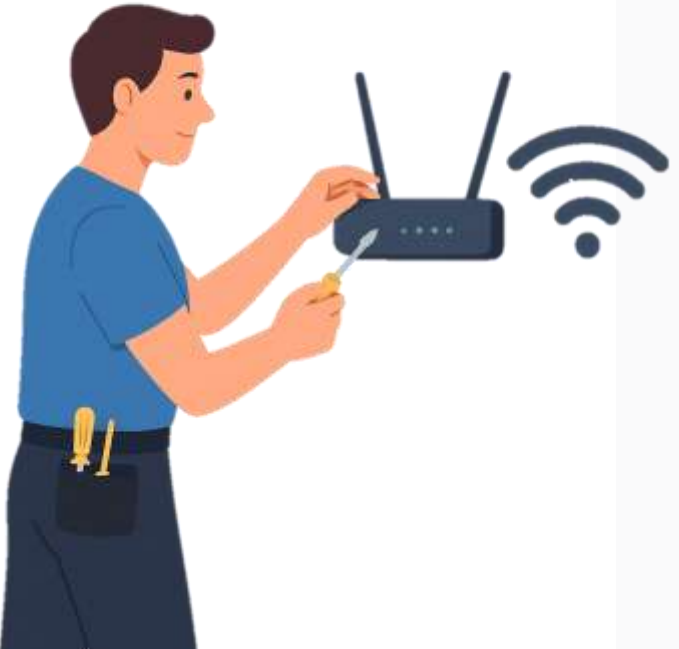
 Operational services

 **Any question ?**
More information about this category [here](#)

Your main contact remains the Wifi integrator







Approved hardware manufacturers


 a Hewlett Packard Enterprise company				ONGOING TENDER	ENA & North Africa
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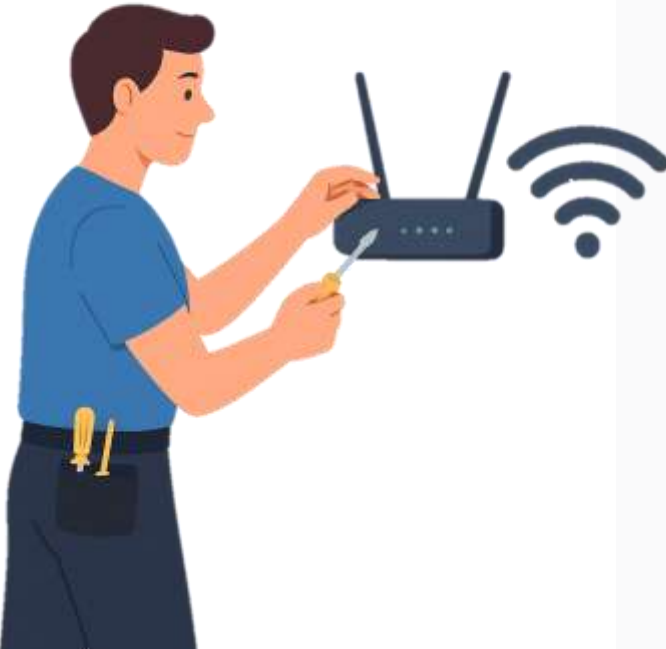


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-  In room solutions
-  Public areas
-  Meeting room & digital press
-  **Telco Infra & Wi-Fi**
-  Smart Building & Efficiency
-  Operational services

 **Any question ?**
 More information about this category [here](#)



WI-FI INTEGRATORS 1/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Passman is a high-performance smart Wi-Fi solution provider.	ENA	
	Hoist is a specialist in network and communication solutions for the hospitality industry.	ENA	
	Nonius is a provider of technology solutions for the hospitality industry, focusing on communication and entertainment services.	ENA	
	Wifirst offer Wi-Fi and internet solutions, specialize in providing reliable, high-performance wireless connectivity services.	ENA	
	M3 Connect is a company that specializes in providing innovative solutions for guest Wi-Fi and connectivity services. They focus on delivering reliable and secure internet access for businesses in the hospitality sector.	ENA	
	GTT is a global telecommunications company specializes in delivering a comprehensive suite of solutions, including internet, managed services, and voice services, to help businesses connect and optimize their digital infrastructure.	ENA	










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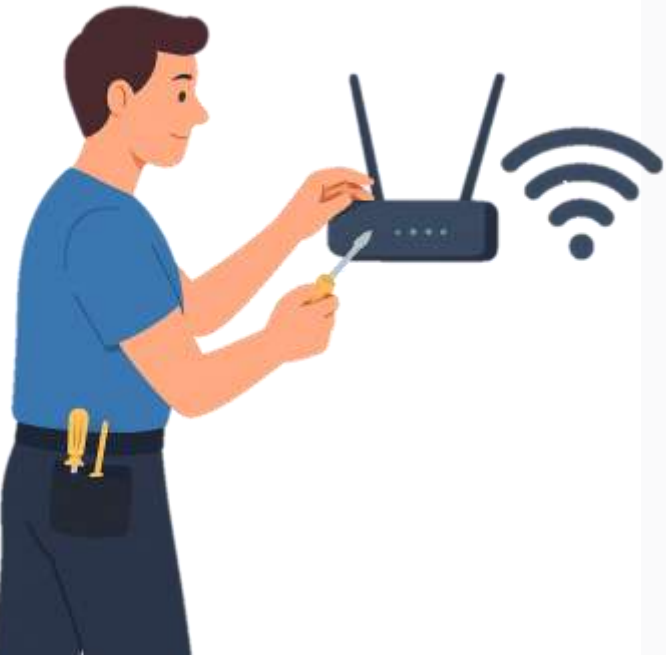


WI-FI INTEGRATORS 2/2











≡ **A**STORE

-  In room solutions
-  Public areas
-  Meeting room & digital press
-  **Telco Infra & Wi-Fi**
-  Smart Building & Efficiency
-  Operational services

 **Any question ?**
More information about this category [here](#)




Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
Preferred Accor solutions based on Wifi tender requirements			
	Passman is a high-performance smart Wi-Fi solution provider. <i>New conditions on Wifi 6 and Wifi 7</i>	France	
	Wifirst offer Wi-Fi and internet solutions, specialize in providing reliable, high-performance wireless connectivity services. <i>New conditions on Wifi 6 and Wifi 7</i>	France	
	Fastweb is a telecommunications service provider, offering high-speed Internet solutions for hotels.	Italy	
	Mikenopa is a fast-growing international company whose sole focus is to provide High-Speed Internet Access (HSIA), Guest Room Entertainment and Network solutions to hotels.	Greece	
	MEO is a mobile and fixed telecommunications service and brand from Altice Portugal, managed by MEO - Serviços de Comunicações e Multimédia.	Portugal	









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 **Any question ?**
 More information about this category [here](#)






FIBER PROVIDERS 1/3

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	1&1 Versatel provides a range of telecommunications services, including internet, telephone, and data services.	Germany	
	GTT is a global telecommunications company specializes in delivering a comprehensive suite of solutions, including internet, managed services, and voice services, to help businesses connect and optimize their digital infrastructure.	ENA	
	Wifirst offer Wi-Fi and internet solutions, specialize in providing reliable, high-performance wireless connectivity services.	ENA	



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-  Smart Building & Efficiency
-  Operational services

? *Any question ?
More information about this
category [here](#)*



FIBER PROVIDERS 2/3


Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Fastweb is a telecommunications service provider, offering high-speed Internet solutions for hotels.	ITALY	
	Meo is a telecommunications service provider, offering solutions for hotel establishments.	PORTUGAL	
	Orange is a global provider of telecommunications services, offering solutions for hotels..	FRANCE, SPAIN	
	Passman is a High-performance smart Wi-Fi solution provider.	ENA	
	SFR is a Fench provider of telecommunications services, offering solutions for the hospitality industry.	FRANCE	




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More information about this category [here](#)

FIBER PROVIDERS 3/3

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	<p>Bouygues is a telecommunications service provider, offering solutions for hotel establishments.</p>	FRANCE	
	<p>Telefónica is a global leader in telecommunications, providing solutions for hotel establishments.</p>	SPAIN	
	<p>Vodafone is a global leader in telecommunications, providing solutions for the hospitality industry.</p>	SPAIN	



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Any question ?
More information about this category [here](#)



IPBX FIXED TELEPHONY PROVIDERS 1/2

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	1&1 Versatel provides a range of telecommunications services, including internet, telephone, and data services.	GERMANY	
	GTT is a global telecommunications company specializes in delivering a comprehensive suite of solutions, including internet, managed services, and voice services, to help businesses connect and optimize their digital infrastructure.	ENA	
	Japanese telecommunications company with a global presence. NTT provides a wide range of services, including fixed telephony.	GERMANY, SPAIN	
	ProConnect B.V. is a provider of voice, data, security and connectivity services for the Hospitality branch.	BENELUX	
	Proximus is the largest of Belgium's three mobile telecommunications companies, they can provide voice as well	Belgium	



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IPBX FIXED TELEPHONY PROVIDERS



ONGOING
TENDER







Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	They have developed cloud telephony and AI-powered voice assistant solutions to meet the specific needs of hotels and only provide them to hotels.	FRANCE	
	Bouygues is a telecommunications service provider, offering solutions for hotel establishments.	FRANCE	
	Groupe Convergence is a telecommunications expert, providing integrated solutions for hotel establishments.	FRANCE	
	Nonius is a provider of technology solutions for the hospitality industry, focusing on communication and entertainment services.	ENA	
	Passman is a high-performance smart Wi-Fi and Telecommunication solution provider.	ENA	
	Spie is a French company specializing in the fields of electrical, mechanical and climatic engineering, energy and communication networks.	FRANCE	
	Wifirst offer Wi-Fi and internet solutions, specialize in providing reliable, high-performance wireless connectivity services.	ENA	























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-  In room solutions
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TELEPHONE SET







Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Groupe Convergence provides services for Standard telephones, wireless telephones, office telephones and accessories - Distributor of Xenios brands	France	
	SCC is a provider of IT services, offering technology solutions for the hospitality industry. Distributor for Huawei, tecdesk, Yealink Alcatel-Lucent, Cisco, Mitel, Gigaset	France, delivery in all EU	
	Connexing is a distributor for Xenios, Vtech, Telematrix, Bittel	France	
	Econocom is a specialist in technology services, providing IT solutions for the hospitality industry.	France	
	Proximus provides telephones, digital services and communication solutions	Belgium	
	ProConnect provides telephones, provider of voice, data, security and connectivity services	Belgium	
	Telenet is a distributor for telephones	Belgium	
	GTT is a distributor for telephones	UK	
	Blau solutions is a distributor for telephones, displays, videoscreens, CCTV	Spain	
	Beyond IT hardware, distributor of telephones	Italy	



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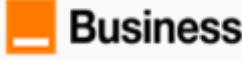













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MOBILE PHONE SERVICES







Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Virgin Media O2 is a joint venture of Telefónica, delivering mobile, broadband, and digital connectivity services across the UK	UK	
	Telefónica O2 Germany is a leading provider of mobile, broadband, and digital connectivity services, operating under the Telefónica Group in the German market.	Germany	
	Telefónica is a leading provider in Spain with robust network reliability and comprehensive services.	Spain	
	MEO is a portuguese telecom company offering reliable and cost-effective solutions for internet and mobile.	Portugal	
	SFR provides a broad range of telecom services, including fast internet, mobile, and TV offerings.	France	
	Orange provides reliable telecom services with extensive coverage and advanced technology.	France (Accor brands only), Belgium, Poland	
	Bouygues provides innovative solutions with high-speed connectivity and excellent customer support.	France	
	Fastweb is an Italian provider known for high-speed internet services and competitive prices.	Italy	
	A1 Telekom Austria Group provides mobile telecom services	Austria	
	Sunrise provides mobile telecom services. With Sunrise Business Mobile Plus subscriptions, you stay perfectly connected anywhere in the world.	Switzerland	
	T-Mobile Poland is a major telecom operator, providing mobile and digital services.	Poland	



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More information about this
category [here](#)*



TOWER COMPANIES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's			
Vendor	Supplier description	Scope	More
	Cellnex is a giant Wireless infrastructure with largest portfolio of towers across ENA providing coverage.	France (via Cellnex, Hivory, On Tower)	
 	Bouygues Telecom partners with Smarttower for antenna installations, ensuring efficient deployment, maintenance, and expansion of network infrastructure	France	



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Smart Building & Efficiency

GUEST ROOM MNGMT SYST
SMART THERMOSTATS

BUILDING MNGMT SYST

**WATER EFFICIENCY
SOLUTIONS**

Smart Building & Efficiency index

GUEST ROOM MANAGEMENT SYSTEM

(SMART THERMOSTATS)

☰ **A**STORE

🏠 In room solutions

👥 Public areas



















📺 Meeting room & digital press

📶 Telco Infra & Wi-Fi







⚡ Smart Building & Efficiency

🔧 Operational services











Vendor	Supplier description	Scope	More
	Signify (formerly Philips Lighting) is now the global leader in lighting for professionals, consumers, and the Internet of Things. Our energy-efficient lighting products, systems, and services enable customers to enjoy high-quality illumination while enhancing their daily safety and comfort.	ENA	
	Lutron is a global technology-focused company. Specializing in building technologies like lighting control, Lutron offers a wide selection of dimmers and lighting control solutions designed to save energy.	ENA	
	INTEREL provides advanced integration based on standard interfaces with all BMS systems and open APIs, enabling seamless integration with countless hospitality systems and technologies, both on-site and/or in the cloud.	ENA	
	Assa Abloy is a global leader in security solutions, offering a wide selection of high-security safes. Assa Abloy has integrated several hotel room energy management companies to position them as a cornerstone of its offerings.	ENA (Accor) FR (Accor + Astore partners)	
	Schneider is a major energy and electricity specialist, with a strong focus on energy transition. In recent years, Schneider has actively collaborated with Accor on decarbonization and sustainability initiatives. Schneider boasts a robust local network of sales, service, and support in over 100 countries.	ENA	
	Honeywell provides innovative solutions for a sustainable future and is a nominated supplier for Accor, previously working on Energy Performance Contracts (EPCs) and now contributing to the GRMS project.	ENA	
	Johnson Controls has been serving hotels for over 100 years, delivering centralized automation systems to enhance comfort and optimize energy consumption.	ENA	
	Victoria Digital/Humelab is an expert in digital solutions for hospitality, focusing on interactive services for guests.	ENA Non Accor only	
	AGRID is an energy management software specialized in hospitality and designed for hotel managers who want to reduce their electricity bills without dedicating time to the process.	ENA	



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SMART BUILDING MANAGEMENT SYSTEM (BMS)

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	AGRID is an energy management software specialized in hospitality and designed for hotel managers who want to reduce their electricity bills without dedicating time to the process.	ENA	
	Victoria Digital/Humelab is an expert in digital solutions for hospitality, focusing on interactive services for guests.	ENA Non Accor only	
	Schneider is a major energy and electricity specialist, with a strong focus on energy transition. In recent years, Schneider has actively collaborated with Accor on decarbonization and sustainability initiatives. Schneider boasts a robust local network of sales, service, and support in over 100 countries.	ENA	
	Honeywell provides innovative solutions for a sustainable future and is a nominated supplier for Accor, previously working on Energy Performance Contracts (EPCs) and now contributing to the GRMS project.	ENA	



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Operational services







**IT RESELLERS
(HW/SW)**

**PC
HARDWARE**

**FINANCING
SERVICES**

HR SOFTWARE













Operational services index

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-  Public areas
-  Meeting room & digital press
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-  Smart Building & Efficiency
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IT RESELLERS (HARDWARE/SOFTWARE)







Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	Econocom is a specialist in technology services, providing IT solutions for the hospitality industry.	France	
	SCC, provider of IT services, offering technology solutions for the hospitality industry	France	
	Dataquest is an expert in IT solutions, offering data management services for the hospitality industry.	Germany, UK, NL	
	Inforein, empresa española especializada en la prestación de Servicios y Soluciones Tecnológicas.	Iberia	
	NPO Sistemi is a leading IT integrator in Italy, providing the supply, installation and support of hardware and network solutions for businesses.	Italy	
	IT Solution Factor is a key IT partner in Eastern Europe, providing the supply, installation and support of hardware and network solutions across the region.	Eastern ENA	









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PC HARDWARE

Please mention you are an Astore Establishment to benefit from our negotiated T&C's			
Vendor	Supplier description	Scope	More
	Lenovo – Global leader in IT, best known for ThinkPad laptops and reliable PC hardware designed for professional use.	ENA	
	HP – Key tech player offering reliable PC hardware with a strong focus on innovation and sustainability.	ENA <i>Accor only</i>	
	Dell – Known for customizable PC hardware and a strong focus on innovation and customer needs, Dell delivers reliable business solutions.	ENA	



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FINANCING SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	BNP Paribas is a provider of financial and technology management services, collaborating with the hospitality industry.	FRANCE	
	Econocom France is the Econocom Group business that offers As A Service leasing solutions for your IT and digital equipment, mobiles, network infrastructure, etc.	FRANCE	
	Rigby Capital empowers partners with agile, sustainable financial solutions, enabling them to optimize performance.	FRANCE	





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HR SOFTWARE

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Vendor	Supplier description	Scope	More
	The HR solution to plan daily life and success as a team. Plan, optimize, manage your field teams	France	



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H FOCUS HUB CONTRACTS



Index HUB Contracts

HUB contracts, are available for all countries in ENA North Africa, and they offer a wide range of services through one single partner. Discover our partners full offers in the following slide.

AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service	ACCOR	ASTORE YOUR PROCUREMENT PARTNER Partners	Comment
VOIP – Trunk SIP			
Wifi			
Fiber			
Firewall			
Lan			
Tv (Hardware)			
Chromecast			
IPTV			Tender on going
Dynamic Signage			
Meeting room			
Robots			
Minibar			
Energy management			
Wireless charging			
Digital furniture			
Scent Marketing			



AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service		 YOUR PROCUREMENT PARTNER Partners	Comment
VOIP – Trunk SIP			
Wifi			
Lan			
Tv (Hardware)			
Chromecast			Via Uniguest system
IPTV			
Dynamic Signage			
Meeting room			
CCTV			
Events			
Atmosphère solution			Multiscreen management solution for Bar and event animations
LED Walls			



AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service			Comment
 VOIP – Trunk SIP			
 IPBX Cloud			Tender on going
 Wifi			
 Firewall			
 Lan			
 Tv (Hardware)			
 Chromecast			
 IPTV			
 Dynamic Signage			
 Meeting room			



AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service		 YOUR PROCUREMENT PARTNER Partners	Comment
 VOIP – Trunk SIP			
 Wifi			
 Fiber			
 Firewall			
 Lan			
 Tv (Hardware)			
 Chromecast			
 IPTV			
 Dynamic Signage			
 Meeting room			
Building Management Systemn (Passenergy)			



AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service		 YOUR PROCUREMENT PARTNER Partners	Comment
 VOIP – Trunk SIP			
 Wifi			
 Fiber			
 Firewall			
 Lan			
 Tv (Hardware)			
 Chromecast			
 IPTV			
 Dynamic Signage			
 Meeting room			



Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service		 YOUR PROCUREMENT PARTNER Partners	Comment
 VOIP – Trunk SIP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
 Wifi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
 Fiber	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
 Firewall	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
 Lan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
 Tv (Hardware)	<input type="checkbox"/>	<input type="checkbox"/>	
 Chromecast	<input type="checkbox"/>	<input type="checkbox"/>	
 IPTV	<input type="checkbox"/>	<input type="checkbox"/>	
 Dynamic Signage	<input type="checkbox"/>	<input type="checkbox"/>	
 Meeting room	<input type="checkbox"/>	<input type="checkbox"/>	



AVAILABLE SERVICES

Please mention you are an Astore Establishment to benefit from our negotiated T&C's

Service		 YOUR PROCUREMENT PARTNER Partners	Comment
VOIP and Trunk SIP			
Wifi			
Fiber			
Firewall			
Room Area Network			
Lan			
Tv (Hardware)			
Chromecast			
IPTV			
Dynamic Signage			
Meeting room			
IPBX Cloud			RFP underway
CCTV			



FAQ

All you need to know about our categories



In room solutions

TV
MANUFACTURERS

TV
INTEGRATORS

CASTING
SHORT

DIGITAL ROOM
DIRECTORY

IPTV

CASTING
DETAILED



Meeting room & digital press

MEETING ROOMS
SOLUTIONS & EVENTS



Telco Infra & Wi-Fi

WIFI

WAN INTERNET
ACCESS

XPBX

ANTENNA



Public areas

PARKING
SYSTEMS

DYNAMIC
DISPLAY

VIDEO SURVEILLANCE
& CCTV

PAYMENT
SOLUTIONS

PAY AT THE TABLE
QR CODES



Operational services

FINANCING
SERVICES



Smart Building & Efficiency

Click on a topic to jump
to the related FAQ
section

FAQ ?



FAQ.

TV Standards

ACCOR TV minimum sizes recommended per segment/brands

Please refer to the specific brand & design guidelines in case of contradictory information

Hotel F1

- ✓ Guestroom: 24"
- ✓ Suite: N/A

Ibis budget

- ✓ Guestroom: 32"
- ✓ Suite: N/A

Ibis / Ibis Styles

- ✓ Guestroom: 43"
- ✓ Suite: 43"

Other Eco Brands

- ✓ Guestroom: 32"
- ✓ Suite: 40"

Midscale Brands

- ✓ Guestroom: 55"
- ✓ Suite: 55"

Premium and Luxury Brands

- ✓ Guestroom: 55"
- ✓ Suite: 65"



What are the key considerations when installing new televisions in a hotel?

FAQ.

TV Integration

1. How many TVs do I really need?

Think about the **number of rooms** and their size/layout. For example, in larger rooms, a bigger TV may be necessary.

2. What TV size should I choose?

Most hotels standardize, but sometimes different **sizes** are needed depending on the room category or the architecture of the Room.

3. How will the TVs be installed?

Wall-mounted: saves space and looks clean. **On stands:** flexible but can take up more space and be less secure.

4. What content do I want to offer?

IPTV: channels via internet, with the option to add hotel information or welcome messages.

Casting: let guests use their own devices to watch Netflix, YouTube, etc.

Mix of both: IPTV for channels + Casting for personal content.

5. Do I need integrations with hotel systems (PMS)?

Yes, if you want TVs to display guest names, welcome screens, billing info, or hotel promotions.

6. Is my network ready?

Do you have Ethernet/fiber or only old coaxial cables? Is the **Wi-Fi strong** and stable enough for streaming in every room?

7. What about costs?

Beyond the TVs, plan for possible licenses (IPTV software, casting, content platforms) and maintenance fees



FAQ.

Installation of the casting solution

What is the casting solution ?

It is a technology that allow guests to bring their own device (smartphone, tablet, computer) and share their content (series, movie, music) on a TV feeling like at home.

A Chromecast external dongle or a TVs with embedded Chromecast is connected to the TV of the guest room. The installation is done by the TV integrator. Then the guest is ready to use this functionality and feel more like "home".

What are the key considerations when installing Casting solution in a hotel ?

- **Network connectivity:** ensure that the hotel's network infrastructure is capable of handling the traffic load associated with streaming content to multiple TV sets simultaneously.

In the case of Philips MediaSuite TVs, before deploying the streaming function, it is mandatory to set up a wifi procedure. This requires the creation of a specific network configuration.

- **Security:** protect your network and data by ensuring the security of your casting solution especially with the PMS. Don't hesitate to contact our IT team.
- **Cost:** evaluate the costs associated with the installation, maintenance and upgrading of the casting solution by the TV integrator, and make sure this fits in with the hotel's budget.

FAQ.

IPTV Cloud

Cloud IPTV, software key features :

- **Centralized Content Management System** : publish content from Hotel / Brand
- **Centralized control** for multiple hotels.
- **Tailor TV screens** with welcome messages, services, and local tips.
- **Full cloud** : no need for any hardware onsite to get access to the solution !

Advantages at hotel level ?

- **Better Guest Experience** : Modern, personalized entertainment.
- **Boost Revenue** :Promote hotel services and offers directly on TVs.
- **Cost-Effective** : Lower expenses with easy-to-manage cloud systems.

Can I install the solution in my hotel ? Here's the checklist !

- **Smart TVs** with IPTV compatibility / Hotel mode TVs
- Internet & Network Infrastructure, including fiber optic and **sufficient bandwidth**.
- **A cloud PMS**. For Accor Brands Opera Cloud, for Astore partners, please check compatibility with the supplier directly.
- Redundant internet connectivity to **ensure service uptime** and VLAN configuration to **separate IPTV traffic from other hotel services**.
- **Security & Compliance** including Firewall & network security to prevent cyber threats.

Accor Digital Key



What is it?

The Accor Digital Key is a digital solution allowing guests to use their phones for room access via the Accor ALL App.

Why is it Important?

- Reduces check-in wait times
- Increases guest satisfaction by 7%.
- Supports sustainability by decreasing plastic key usage.

→ OA bluetooth connection is required (two options):

- **BLE +:** Add BLE modules from Operto to your existing mag-stripe or RFID locks for Digital Key compatibility, without altering their current functionality
- **BLE Inclusive:** Utilize existing BLE modules in new or current locks. Requires a subscription with the lock manufacturer, compatible with Assa Abloy, Onity, and Dorma Kaba

Pre-Requisite

Compatibility with PMS & Locks

- Compatible with Opera Cloud, Opera on Premise and FOLS
- Full compatibility with all lock manufacturers

Teams involved during deployment

- **Operto*** for PMS and Lock interfaced
- Lock manufacturer
- CTS
- Global Technology & Innovation PM,
- Hotel IT

(*) Verified and preferred vendor by Accor

Availability & Implementation

- Solution is available worldwide
- Deployment takes between 4-6 weeks

FAQ

Accor Digital Key



FAQ

Digital room directory

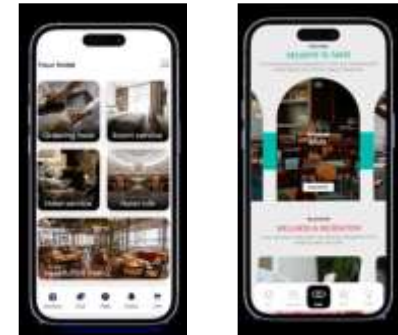
Digital room directory

What is it?

Web-based hotel service platform that centralizes and streamlines access to hotel amenities such as dining, spa, and room service for guests, offering a contactless and personalized experience in multiple languages, without the necessity for app installation.

Why is it Important?

- **Operational efficiency:** by automating service offerings and guest communications, reducing staff workload and improving hotel operations.
- **Data-Driven insights:** collects valuable guest preference data, allowing for tailored services and improved guest satisfaction.
- **Technology optimization:** utilizing web-based solutions for ease of access and up-to-date information delivery..





FAQ

Meeting rooms and event solutions

Meeting rooms and event solutions

What does an Event organization company deliver?

It delivers rental services for a complete end-to-end service, for seamless in-person, hybrid and virtual events like conventions, trade shows, meetings and conferences, weddings and celebrations.

Activities range from project management, renderings, installation of rigging, lighting, sound and video, staging, power, drapes, simultaneous interpretation, in addition to onsite service, and technical expertise to help you create exhibit spaces that are innovative and impactful.

📍 What is a meeting room solution?

A well-designed meeting room solution aims to streamline the meeting process, foster collaboration, and provide a seamless and productive experience for participants, whether they are in-person or joining remotely.

The components generally include:

Displays/projectors, audio systems (microphones, speakers, sound systems), cameras, video-conferencing software, collaboration tools (interactive whiteboards, screen sharing, room scheduling systems, control panels, ports and wireless capabilities).

+ Advantages of having meeting rooms well equipped?

- Revenue generation, increased occupancy,
- Competitive edge: Businesses and event organizers are more likely to choose venues that offer modern technology and amenities
- Satisfy Business travellers needs, Corporate partnerships: regular meetings and events can lead to long-term relationships and steady business for the hotel.
- Enhance guest experience



FAQ

Meeting rooms

Meeting rooms

My meeting room is already equipped; do I have to change everything?

The integrator can offer you a fully equipped turnkey solution, but it is certainly possible to replace or purchase only one audiovisual element for your meeting room. For example, if you already have a display screen, you can just purchase an all-in-one microphone soundbar in addition if you wish.

Is my current meeting room equipment compatible with that of the integrators recommended by Astore?

Integrators conduct a visit and a detailed audit of existing infrastructures. They then design a tailor-made solution that integrates perfectly, whether it's a wall-mounted installation or on a mobile stand.

Will our internal technical teams be able to manage this new equipment?

Yes, integrators offer comprehensive training for your staff on the daily use and management of the equipment.

What level of technical support is offered in case of a problem?

Each integrator offers technical support in their proposal with different levels of availability.



FAQ

Payment solutions

WHY PAYMENT IS SO IMPORTANT?

PAYMENT IS A COMPLEX TECHNICAL OPERATION

- Many players are involved, many contracts have to be signed by the hotels
- In-hotel payments is not a seamless operation
- Coordinating several partners is a pain point for the hotel

PAYMENT MUST BE TOP OF CLASS IN TERMS OF SECURITY

- The strongest regulations are enforced on payment operations
- PCIDSS, DSP2, Tokenisation
- Being compliant requires a very high level of expertise

PAYMENT PROCESSING AND FEES IS AN IMPORTANT COST CENTER

- Being part of a major hotel group guarantees the lower prices

PAYMENT RECONCILIATION MUST BE CONTROLLED

- Reconciliation of all cost centres is a difficult operation for a single hotel,
- For a group the problem is multiplied by a larger number of hotels



FAQ

Payment solutions

Identification of main in-hotel payment solution providers



GUEST EXPERIENCE & SECURITY

To improve guest experience by offering an up-to-date payment solution that includes various payment methods and to ensure secured offline transactions



STRUCTURE

To identify main Payment Solution providers globally on a structure way under a Master Agreement in order to recommend hotels/owners to deploy it and benefit from the special global pricing model negotiated by Procurement department



OWNERS

To offer the service to owners under special conditions negotiated by procurement, however a contract to be signed between owner & service provider directly



RFI & RFP

RFI & RFP process to be launched globally in order to identify the best-in-class solution providers and negotiate the best commercial offer



INTERFACES

The offered solution to be interfaced with main PMS and POS systems. A chosen solution to be recommended during the PMS/POS migration process



FAQ

Video - surveillance & CCTV

Video-surveillance & CCTV

Why do hotels need surveillance services?

Surveillance services help hotels ensure the safety of their guests, staff, and property. Video surveillance deters criminal activity, facilitates incident resolution, and provides evidence in case of any issues.

What are the benefits of a surveillance system for hotels?

A surveillance system allows hotels to constantly monitor common areas, hallways, parking lots, and sensitive zones. This can help prevent theft, intrusions, and unwanted behavior. Additionally, video recordings can be used to resolve disputes and facilitate in investigations.

What questions should be asked to better understand their needs?

What are the primary security issues you face at your establishment?

Which specific areas do you wish to monitor, such as lobbies, parking lots, or storage areas?

Do you have any specific requirements regarding image quality, storage, or recording capacity?

Do you want a networked surveillance system enabling remote access to videos?

Do you need to integrate the surveillance system with other existing security systems?

How can surveillance services be offered to hotels?

After understanding the specific needs of the hotel, you can propose a tailored solution, including:

Identifying key areas requiring surveillance and selecting appropriate cameras.

Setting up a reliable storage system for video recordings.

Configuring a remote monitoring system to allow secure access to videos.

Implementing advanced features such as motion detection, facial recognition, or centralized system management.



FAQ

Parking systems

Parking systems

Why do hotels need a parking management system?

Implementing parking systems management in hotels is crucial for ensuring a positive guest experience, maximizing revenue, complying with regulations, and maintaining safety and security on the premises. It is a strategic element of overall hotel management that contributes to operational efficiency and customer satisfaction.

What are the benefits of a parking management system for hotels?

- Optimal Space Utilization
- Customer Convenience
- Safety and Security
- Revenue Generation
- Traffic Flow
- Environmental Considerations
- Regulatory Compliance
- Reservation Systems
- Integration with Technology
- Enhanced Hotel Image

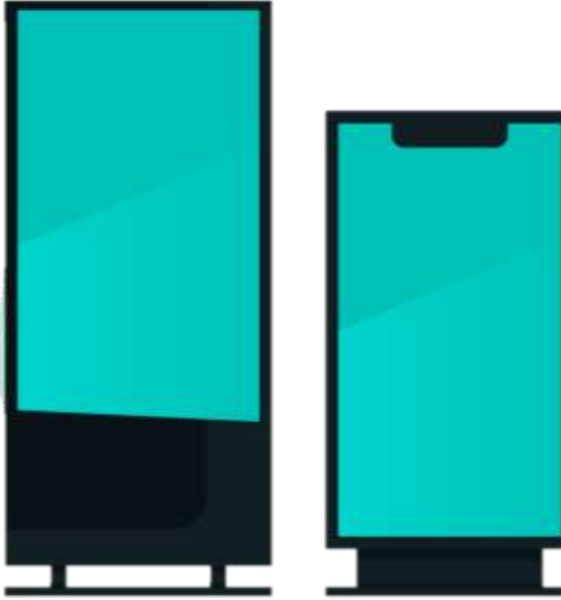
How can a parking management system services be offered to hotels?

After understanding the specific needs of the hotel, you can propose a tailored solution, including the advantages explained above.

What questions should be asked to better understand their needs?

- What are the current challenges or pain points related to your hotel's parking system?
- Are there specific issues with congestion, limited space, or guest dissatisfaction?
- During peak periods or events, how does the hotel manage increased demand for parking?
- Does the hotel currently charge for parking, and if so, what is the fee structure?
- Does the hotel offer a reservation system for parking spaces?
- How do guests currently secure parking, especially during busy periods?
- Have there been any issues with non-compliance in the past?
- Are there plans for hotel expansion or changes in capacity that would impact parking needs?





FAQ

Dynamic Display

Dynamic Display

Why do hotels need a dynamic display system?

Hotels benefit from a dynamic display system to enhance communication with guests, promote services, provide real-time information, and create an immersive and engaging guest experience.

What are the advantages of a dynamic display system for hotels?

Effective Communication: Instant dissemination of crucial information.

Dynamic Promotions: Promotion of services, special offers, and local attractions.

Enhanced Guest Experience: Creating a captivating and personalized atmosphere.

Space Management: Intelligent use of space to display event schedules, interactive maps, etc.

What questions should be asked to hotels to better understand their needs?

Priority Objectives: What are your key objectives in terms of communication and guest experience?

Target Audience: Who is your target audience, and how can they be best engaged?

Dynamic Content: What type of content do you want to display dynamically?

Existing Infrastructure: Which existing systems should be integrated with the new dynamic display?

How to propose dynamic display services to hotels?

Needs Analysis: Conduct a thorough analysis of the specific needs of the hotel.

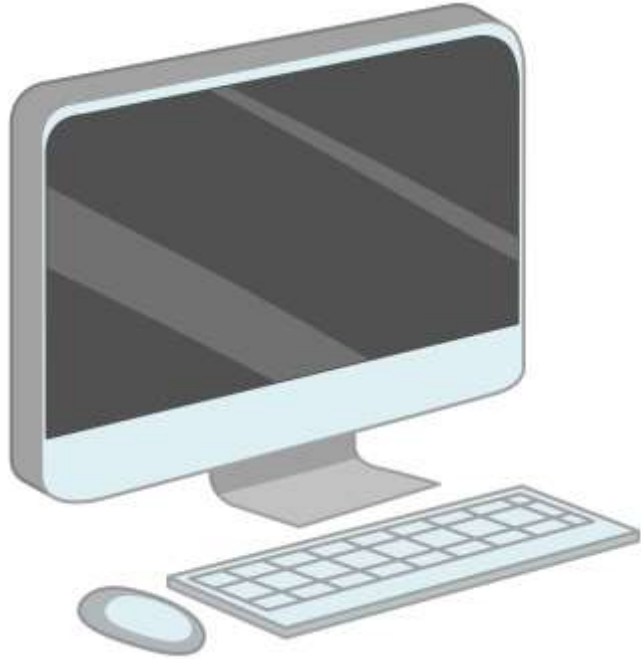
Customization of Solutions: Propose solutions tailored to the goals and aesthetics of each hotel.

Practical Demonstrations: Organize demonstrations to illustrate the impact of dynamic display.

Training and Continuous Support: Offer comprehensive training and continuous support to ensure optimal usage.

These services not only enhance the operational efficiency of hotels but also elevate the overall guest experience.





FAQ

WEB CORNER

Web corner

A web corner is a dedicated space in a hotel, equipped with computers and Internet access for guests. It's often located in the lobby or in an easily accessible common area, and is sometimes integrated into business centers for hotels geared to a business clientele.

Typical equipment :

- Desktop or laptop computers.
- Internet connection (often broadband).
- Printers (sometimes).

Main uses :

- Internet access for e-mail or web browsing.
- Printing documents (plane tickets, reservations, etc.).
- Consultation and printing of local maps and tourist information.
- Professional work such as editing documents or managing day-to-day business.

Hotel benefits:

- Enhanced customer experience.
- Added value to the services offered.
- Attracts professional clientele and business travelers.

Customer benefits:

- Easy, free (or low-cost) access to IT tools.

- Convenient for customers without personal devices or with specific needs not covered by their own equipment.
- Keeps you connected and productive during your stay.

Security:

- Typically, computers are configured with security measures to protect user data.
- Privacy options for printing and deleting files after use.



Digital F&B Solution

Our F&B solution is poised to revolutionize the guest experience at our hotels by offering an array of advanced features. With our e-menu functionality, guests can browse through a dynamic and interactive menu, complete with vivid descriptions and visuals, enhancing their dining choices and overall satisfaction. The convenience of scan and pay and order and pay options allows guests to seamlessly place and settle their orders directly from their mobile devices, reducing wait times and improving efficiency.

Additionally, our in-room ordering feature enables guests to enjoy a curated dining experience in the comfort of their rooms, providing ultimate convenience and customization. What sets our digital F&B solution apart is **its seamless integration with the ALL Loyalty program**, allowing guests to earn and redeem loyalty points effortlessly while indulging in our culinary offerings. This integration not only enhances guest engagement but also fosters loyalty and repeat business, making it a win-win for both our guests and our hotels.

Key functionalities :

Accor has strategically partnered with three leading

technologies - Fetch, Skeat, and Sunday - to revolutionize the F&B experience for our guests. Through a user-friendly web app and QR code integration, this innovative solution empowers guests to:

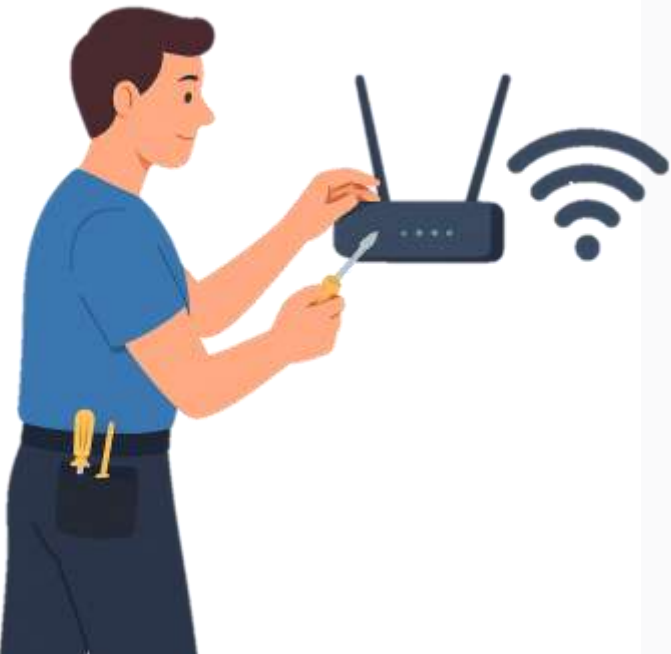
- **Scan and Pay:** Seamlessly settle bills using ALL points or traditional payment methods, offering flexibility and convenience.
- **Split Bills:** Easily split bills among guests, enhancing group dining experiences.
- **Tipping:** Provide gratuities directly through the app, ensuring a smooth and efficient tipping process.
- **Order and Pay:** Place orders for F&B services, including the option to utilize ALL points for payment, adding value and rewards for guests.
- **Feedback/Reviews:** Share feedback and reviews directly to platforms like Google Review or TripAdvisor, enabling guests to express their experiences and contribute to the hotel's reputation.

Moreover, these solutions will be seamlessly integrated with our POS systems, including Symphony, Infrasys, Bizzon, and Silverware, ensuring a cohesive and efficient operational flow across all F&B transactions..

FAQ

PAY AT THE TABLE – QR CODE





FAQ

WI-FI RESELLERS

Wi-Fi Resellers

Why do hotels need WiFi services?

Hotels need to offer their guests a reliable and secure Internet connection, as connectivity is a fundamental requirement for many Guests.

What are the advantages of a WiFi service for hotels?

WiFi in hotels enables guests to stay connected, work, play, communicate and share experiences on social networks. It can also improve guest satisfaction and comfort, which can lead to positive reviews and increased loyalty.

What questions should you ask hotels to better understand their needs?

How big is the hotel, and how many rooms do you want to cover with WiFi? Can you provide a map of the hotel?

Do you want to cover outdoor areas (terraces, balconies, swimming pools, etc.)?

What Internet bandwidth capacity is currently available?

What technology do you have on site (Wi-Fi 4, 5, 6 or 7)?

Which technology would you like to implement? Knowing that today we do not install Wi-Fi 4 and 5 anymore.

What are the main online activities that hotel guests wish to carry out (work, conference room, video streaming, games, etc.)?

Who is your current internet provider ?

The commercial proposal for WiFi services includes :

- The right Wi-Fi equipment to cover the entire facility.
- Advanced security features to protect customer data.
- Wi-Fi login page, captive portal and marketing campaigns.
- Two audits are included in the offer.
- Management and support services to ensure smooth WiFi operation and maintenance.

- **Note that each hotel will have its own specific needs, so it's important to adapt the approach accordingly.**
- **Wifi and fiber (internet bandwidth) are two different services.**





FAQ

FINANCING SERVICES

Financing services

What types of financing solutions do you offer to hotels?

We offer financing solutions such as loans and leasing contracts.

Why might hotels need financing services?

Hotels may require financing services to acquire equipment, technology, or other assets essential to their operations without having to make a significant upfront payment.

What advantages can financing services offer hotels?

Financing services allow hotels to preserve their cash flow for other operational needs while providing them with the opportunity to immediately benefit from the necessary equipment for their business.

What questions should be asked to better understand hotels' financing needs?

What equipment or assets do you wish to finance?

What is the estimated duration of your financing need?

What are your preferences in terms of repayment (monthly, quarterly, annually)?

How can financing services be offered to hotels?

After understanding the specific needs of the hotel, you can propose a tailored solution, including:

Assessment of their borrowing and repayment capacity.

Presentation of various available financing options, highlighting the benefits of each solution.

Assistance in preparing the necessary documents for the financing application.

Why do hotels need internet link services?

Hotels require internet link services to meet the connectivity needs of their guests. Today's travellers expect reliable and fast internet connectivity for their business, entertainment, and communication activities.

What are the benefits of an internet link service for hotels?

A reliable internet link service provides a positive experience for guests, enhancing their satisfaction and loyalty by enabling uninterrupted internet access. It also allows hotels to offer internet-based services such as online booking, digital concierge services, and information about the establishment.

What questions should be asked to better understand the hotels' needs?

- What is the size of your hotel, and how many rooms require internet connectivity? Outdoor area?
- Do you have an agreement in place? If so, when is the end date?
- What are your requirements in terms of speed and bandwidth capacity?
- Do you currently have a primary internet link service? Do you need a backup service to ensure continuous connectivity?
- What are the specific needs of your guests in terms of video streaming, downloads, online meetings, etc.?

How can internet link services be offered to hotels?

After understanding the specific needs of the hotel, you can propose a tailored solution, including:

An accurate assessment of the required bandwidth capacity (primary link) and the necessary redundancy (backup link) to ensure stable connectivity.

The implementation of a reliable and scalable network infrastructure to cover the entire establishment.

- **Note that each hotel will have its own specific needs, so it's important to adapt your approach accordingly.**
- **Wifi and fiber (internet bandwidth) are two different services.**



FAQ

Internet access



The planned end of the RTC is a comprehensive process that demands proactive measures for businesses and service providers to stay aligned with the technological shift.

FAQ

IPBX Fixed Telephony

IPBX Fixed Telephony

Why should hotels consider migrating their PABX to an IPBX?

The migration to an IPBX offers several advantages for hotels, including:

- Cost reduction in communication by using Voice over IP (VoIP) instead of traditional phone lines.
- Improved flexibility and mobility through features such as remote call management and integration with other hotel systems.
- Capability to add advanced features such as voicemail, conference calling, and integration of telephony with other computer applications.

Selection of a suitable IPBX system for the hotel's needs, considering the number of phone lines, required features, and desired integrations.

Planning the migration, including handling existing phone numbers, staff training, and setting up maintenance and support.

Offering complementary services such as voicemail, call routing options, and reporting features.

What questions should be asked to better understand their needs for migrating from PABX to IPBX?

- What is the size of your hotel, and how many phone lines are you currently using?
- What type of telephony infrastructure is currently in place?
- What specific features do you wish to add to your telephone system?
- Do you need integration with other hotel systems, such as managing reception staff calls or billing for phone calls?
- What is your budget for the migration to an IPBX?
- Do you want an on-site solution, or do you prefer an hosted (cloud) solution?

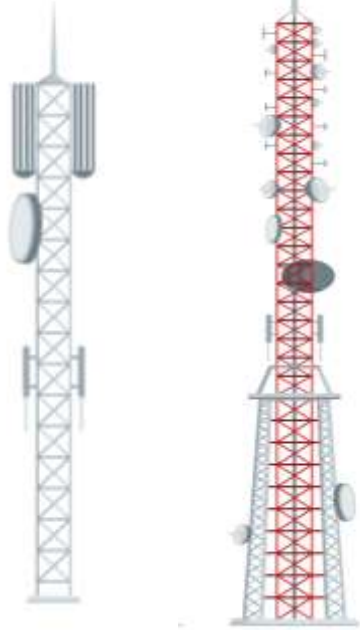
- **The end of the copper lines in ENA marks a transition from traditional fixed-line telephony to VoIP solutions, with implications for businesses. Key points include:**
- Transition Period: Operators are gradually phasing out copper line services between October 2021 and late 2025, impacting all users and operators
- Impact on Businesses: Enterprises need to adapt to VoIP systems effectively to manage the shift from RTC, ensuring a smooth transition without disruptions
- Replacement by IP Solutions: involves a shift to IP-based alternatives, such as fiber optic solutions for internet, voice...

How can migration services from PABX to IPBX be offered to hotels?

After understanding the specific needs of the hotel, you can propose a tailored solution, including:

An assessment of the existing network capacity and bandwidth requirements to support the IPBX.





FAQ

Tower companies

Tower companies

What is a TowerCo business?

A TowerCo (Tower Company) is specialized in managing telecommunications towers. They build, own, and operate these towers, which are essential for wireless communication networks.

hotels, whether they are large or small. Whether you are a small independent hotel or a hotel chain, TowerCos may be interested in your geographical location and offer you a deal.

What advantages can a TowerCo business offer to my hotel?

Working with a TowerCo business has several benefits:

- Improved and reliable wireless network coverage throughout your hotel, providing an optimal connectivity experience for your guests.
- Expertise in optimizing communication towers, ensuring better network performance and a visually pleasing aesthetic.
- Access to the latest technologies and regular updates to stay at the forefront of connectivity.

How can working with a TowerCo business help me make money?

Rather than building and maintaining telecommunication infrastructures, TowerCos rely on targeted geographical locations. TowerCos compensate (through lease agreements) the hotel in exchange for the space used to install telecommunication towers.

Do these benefits only apply to large hotels?

No, the benefits of TowerCo businesses can apply to all types of






In our Agreements with TowerCo, TowerCo contact directly the Hotels depending on their geographical location.

A modern meeting room with a curved bar and stools. The room features a curved bar with a dark top and a light-colored base, surrounded by several high-backed stools. The background shows a large, open-plan space with a high ceiling and a curved wall. The lighting is warm and ambient.

Discover our Meeting Room Solutions

Simplify Operations and Improve Customer Experience

RECOMMENDED SOLUTIONS – ECONOCOM







	Economic	Premium Solution
Components Keys	<p>1 55"/65"/75" display screen – PHILIPS</p>  <p>+</p> <p>1 All-in-one bar: camera, microphone, speaker – LOGITECH/LENOVO/YEALINK</p> 	<p>1 interactive screen all-in-one 65"/75"/86": touchscreen, camera, microphone, speaker integrated (bracket included) – YEALINK</p> 
Options	<p>Rolling stand/wall mount – NEOMOUNTS</p> 	<p>1 connection / sharing box – YEALINK</p> 

econocom
LIVE TECH

- **Equipment rental** available for 36 months
- Scope **France**

Ready-to-use
solution from
2150€

RECOMMENDED SOLUTIONS – SCC – CONVERGENCE GROUP




	Economic	Premium Solution
Components Keys	 <p style="text-align: center;">+</p> <p style="text-align: center;">1 Wireless screen sharing system (dongle) – HUAWEI IdeaShare Key 2</p> 	 <p style="text-align: center;">+</p> <p style="text-align: center;">1 Wireless screen sharing system (dongle) – HUAWEI IdeaShare Key 2</p> 
Options	<p>Wall/rolling mount - HUAWEI</p> 	<p>Wall/rolling mount - HUAWEI</p> 



- **1 screen interactive** All- in -one 65"/75"/86":
touchscreen , camera, microphone, speaker integrated
- Two ranges:
 - **Ideahub B3 – HUAWEI**
 - **Ideahub S3 – HUAWEI**
- Scope **France**

Ready-to-use
solution from
2800€

RECOMMENDED SOLUTIONS – SUMMIT DISCUSSION






	Solution
Components Keys	<p>1 screen 55"/65"/75" display - PHILIPS</p> 
	<p>+</p> <p>1 All-in-one soundbar: camera, microphone, speaker – LOGITECH</p> 
	<p>+</p> <p>1 wireless screen sharing system (dongle) – CRESTRON</p> 



- Scope : **The Netherlands**
- **Equipment rental** available for 36 months

Ready-to-use solution from **3401€**

RECOMMENDED SOLUTIONS – HUMELAB HOSPITALITY

	Economic	Premium Solution
Components Keys	<p>1 screen 55"/65"/75" display - MAXHUB</p>  <p>+</p> <p>1 All-in-one bar: camera, microphone, speaker - MAXHUB</p>  <p>+</p> <p>1 wireless screen sharing system (dongle) - MAXHUB</p> 	<p>1 screen Interactive all-in-one 55"/65"/75"/86": touchscreen, camera, microphone, speaker integrated - Xboard MAXHUB</p> <p>+</p>  <p>+</p> <p>1 wireless screen sharing system (dongle) - MAXHUB</p> 

humelab
hospitality

MAXHUB

- Scope: **Europe – North Africa**

Ready-to-use solution from **2240€**



THANKS

**Any idea for improving our catalogue ?
Please reach out to the team !**