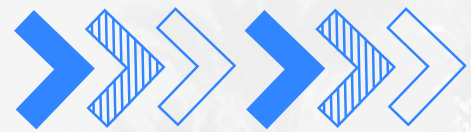
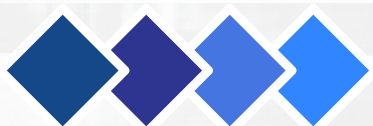


OUR SOLUTIONS FOR HOTELS & RESTURANTS



Improving Hospitality with
our Digital Solutions and IT
Support in Oman



WHY HOTELS & RESTURANTS NEED RELIABLE IT SUPPORT?

Our approach ensures that every aspect of your hospitality business's IT infrastructure is optimized, secure, and interconnected to meet the evolving demands of the modern industry. This way, you can focus on delivering exceptional guest experiences without disruptions or setbacks.

We understand the IT challenges the hospitality industry face and we are here to help.



Slow and Unreliable WiFi

Slow or unreliable Wi-Fi can disrupt guest experiences, hinder operational efficiency, and create frustration for both staff and visitors. We offer reliable network solutions, constant monitoring, and scalable improvements to ensure fast, uninterrupted connectivity, allowing your hospitality business to run smoothly and provide exceptional service without compromise.



POS system failures

POS system failures can disrupt transactions, cause delays, and lead to a poor customer experience. We provide robust, reliable POS solutions with continuous monitoring and proactive support to ensure seamless, uninterrupted service, allowing your business to operate efficiently and deliver exceptional guest satisfaction.



Cybersecurity Threats

Cybersecurity threats can compromise sensitive data, damage your reputation, and disrupt operations. We implement comprehensive security measures, proactive threat detection, and ongoing monitoring to safeguard your systems, ensuring that your business remains secure, resilient, and protected against emerging risks.



Lack of reliable IT support

When IT issues arise, hospitality businesses need fast and effective solutions to prevent disruptions. Our dedicated support team offers 24/7 helpdesk assistance, proactive system maintenance to extend the life of your IT infrastructure, and personalized service plans to meet the specific needs of your organization, ensuring smooth operations and a superior guest experience.

OUR TAILORED SERVICES TO HOTELS AND RESTAURANTS



POS System Support



Phone System Management



Security Audits & Compliance Checkups



Same-day Onsite IT Support



Anti-Virus & Threat Protection



Stable Internet & Failover Support



Local and Cloud Backups for Critical Data



Rapid Remote Troubleshooting



Open for any customised solutions

Most MSPs focus only on fixing problems when they arise—we go beyond that by proactively managing, securing, and optimizing your entire IT environment. Instead of waiting for issues to disrupt your operations, we prevent them with solutions tailored to your workflow. While others provide generic IT support, we offer deep integration, strategic improvements, and data-driven insights to keep your systems running at peak performance.

See all our other services at:
www.magicitsolutions.com/services

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QUARTERLY REPORTS

We provide a Quarterly IT Report summarizing all IT activities, optimizations, and key insights from the past three months. This report will provide a clear overview of system performance, IT support provided, security updates, and recommended improvements to maintain a stable and secure IT environment.

The Report Includes:

- ◆ Total support requests handled
- ◆ Top recurring IT Issues & Resolutions
- ◆ Average response & resolutions times
- ◆ Internet & Failover report
- ◆ Overview of all health checks conducted
- ◆ Suggestions for system improvements

WHY THIS MATTERS FOR HOSPITALITY COMPANIES?



Clear IT Insights



**Get Informed
decisions**



**Address risks
before they disrupt
learning.**



**Reduce downtime and
ensure efficiency.**

This ensures stable, secure, and efficient service delivery, keeping operations smooth and customers satisfied.