



Imagine what you could do
with **great WiFi**

Mexico City, 2022

We are **different!**

Provide the best service and connect millions of people is our mission.

- Our managed service business model has been proven for more than 15 years making us the leading provider in CALA.
- Our carrier integrations allow us to monitor the guest experience beyond the hotel networks.
- Sitwifi's smart reporting uses proprietary algorithm to generate service tickets on behalf of customers.
- One simple monthly fee. All included (even replacements).
- WiFi Concierge: Simple escalations with a dedicated engineer assigned exclusively to your account.
- Socially responsible, committed to the progress and benefit of our surrounding community.



Our Solution: **The Underlying Magic**



We do it differently!

We monitor, measure and report

sitwifi

WiFi network operation report

May 2022 - Fiesta Americana



The information, metrics and graphs shown below, contemplate the monitoring of the service, detection of areas of opportunity and improvements.

Each project is evaluated based on the implemented design, contracted infrastructure and service, use of the network and new market demands.

Parameters



SLA technical support	96%	
CPU and memory usage	<50%	
APs		
AP availability SLA	98%	
AP saturation	20%	
SSID connections	Excellent	
NPS	Excellent	
Links	Can improve	
User experience	Excellent	

Technical support SLA

During this month 3 tickets were attended, of which 2 were resolved and 0 are still being reviewed. The tickets created that have failed to comply with the response and solution times according to the priority and type of ticket were undefined so unfortunately during this period the SLA reached was not the desired one. We have identified areas of opportunity and we are already working on them as part of the continuous improvement to guarantee the committed SLA.



SLA obtained 98%



Tickets

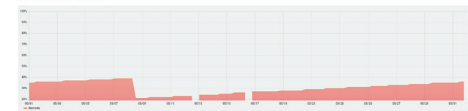
Created tickets	Unresolved tickets	Solved tickets	SLA breached tickets	SLA achieved tickets
3	0	2	=	=

CPU and memory usage

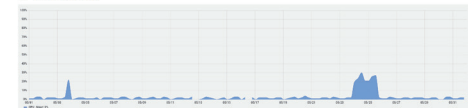
The hardware is currently operating under normal parameters, showing low load on the memory and CPU of the controller and the network gateway.



WiFi Controller



CPU Gateway

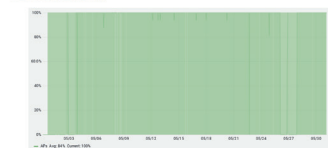


APs

AP availability is within parameters with most active equipment. Some disconnections were detected during the month, which were dealt with immediately. In conclusion, the infrastructure has remained stable.



SLA APs availability



SLA obtained 98%

Total APs: 328

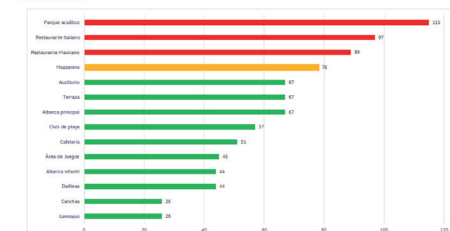
Disconnected: 5

Online: 323

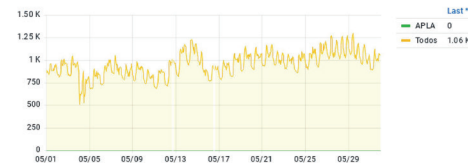
The AP "Aquatic Park" reported 115 connections, having a capacity limit of 120, while "Italian Restaurant" has repeatedly reached its limit, reporting this month a maximum of 97 connections and "Mexican Restaurant" 89 connections. It is recommended to replace with a higher capacity model or reinforce the area with an additional AP.



APs Saturation



SSID connections

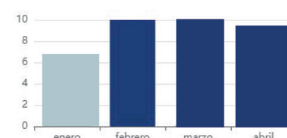


NPS

During this month, the received NPS rating was positive. We appreciate the support and constant teamwork. Our goal is always to provide you with the best service.



Promoters Passive Detractors Abstained



Our Managed **Service**

We are the largest specialized MSP company in CALA, with + 1,000 locations.



For over 15 years, we have perfected our MSP model.

- Design
- Custom installation
- Remote monitoring
- Specialized configuration
- Security
- Technology renewal
- Maintenance

Our financial stability allows us to provide the required Capex, so our clients pay a monthly fixed fee under long term contracts guaranteed by an SLA.

We currently own + 35,000 AP's and we always have over 3,000 in stock ready to deploy.



14 million monthly connections in Mexico, Central America and the Caribbean.



37 airports with secure connections in every location.



400,000 students discovering the world from their classroom.



35,000 own AP's deployed and managed.



37,000 hotel rooms with guests sharing their stories.



303 bus terminals getting people together before they even start their trip.



104 shopping malls providing access to products and services.

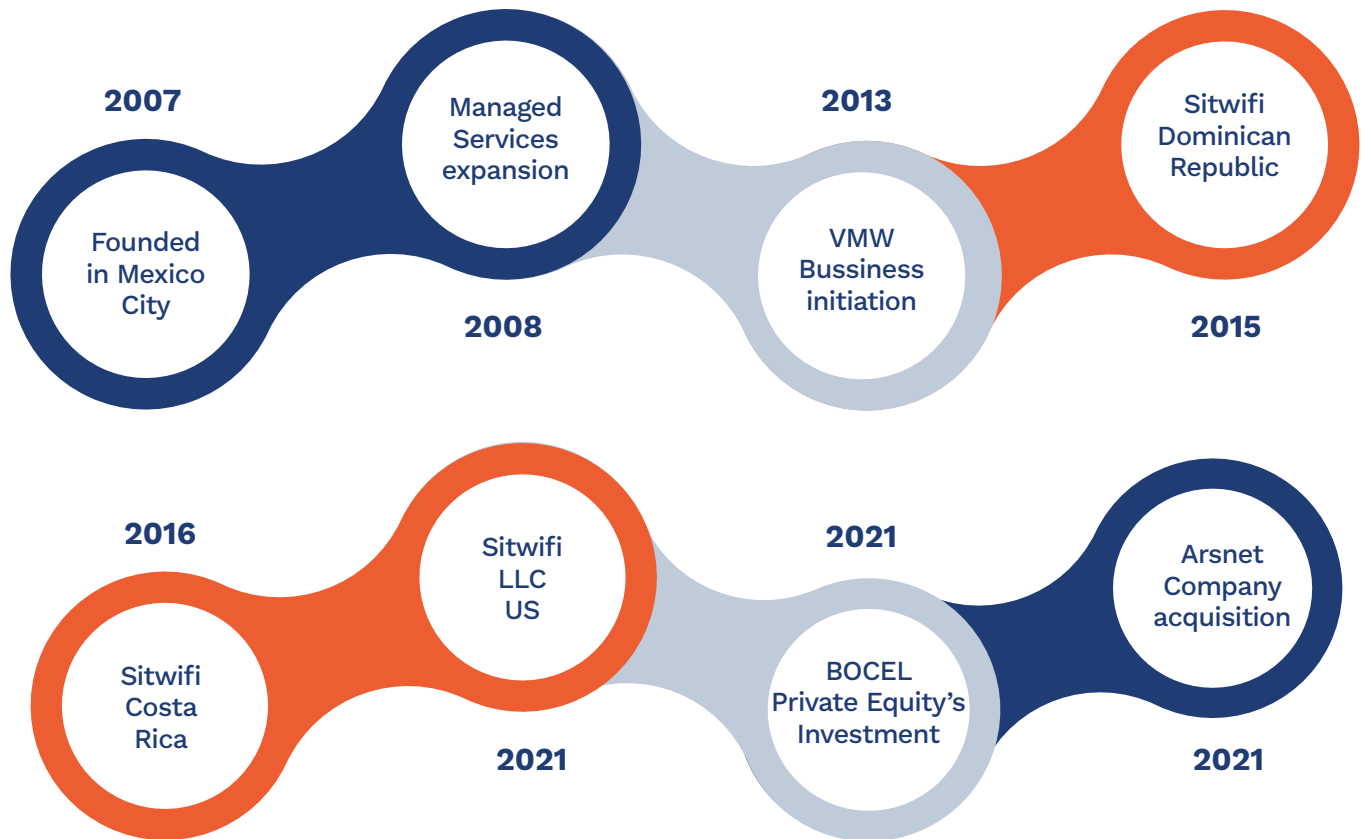


Multicarrier, wholesale agreements with more than 18 national and international carriers.



Committed to our “sociedad”, our service has allowed us to help the most needed.





+ 170 Employees:

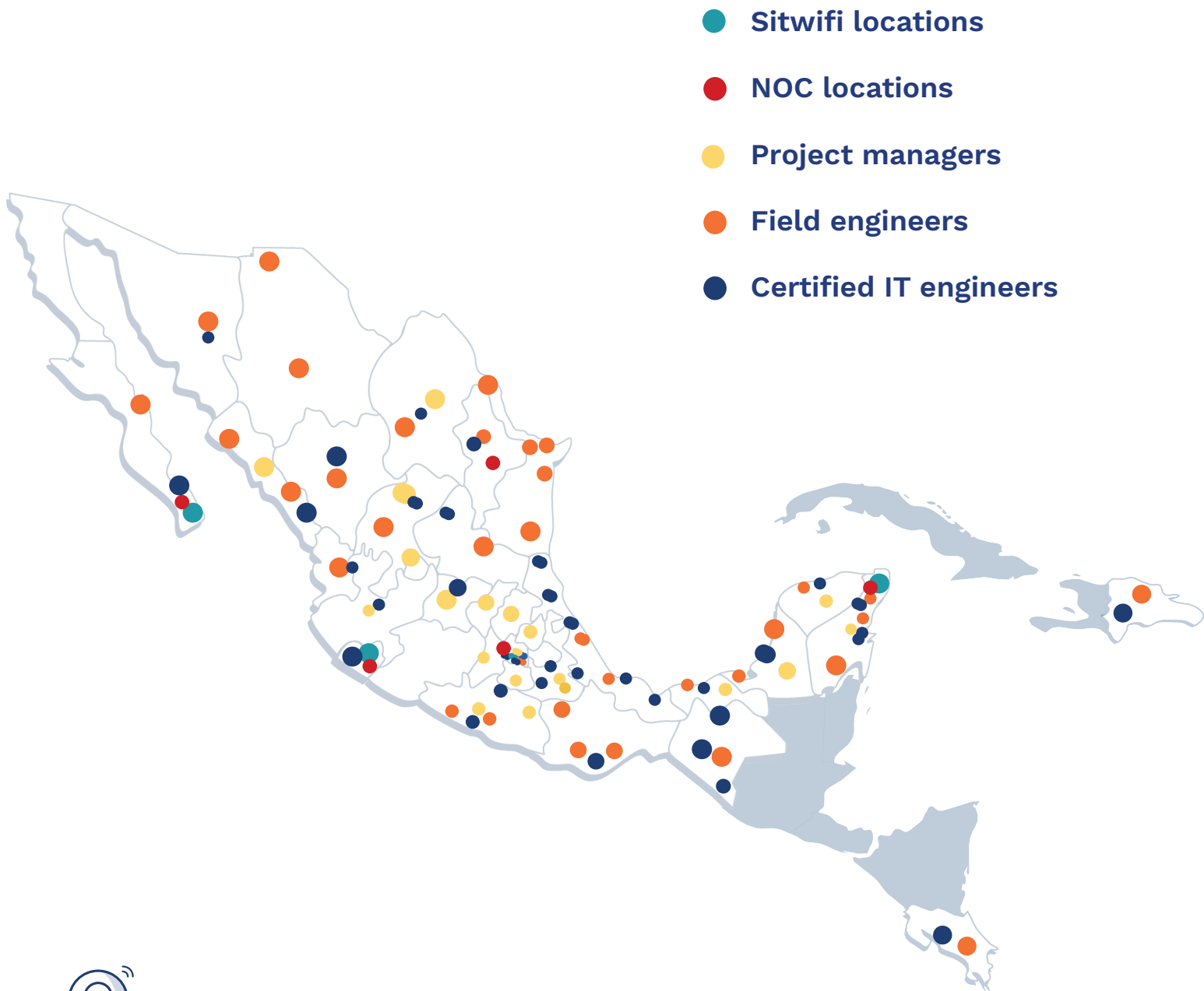
Projects management organization with over 135 certified engineers

Certifications



**Technology was made to bring us closer and from our beginnings,
we remain faithful to that promise.**

The team to **back you up**



Sitwifit locations:

- Mexico City (HQ)
- Guadalajara
- Cancun
- Los Cabos

WiFi for Social Responsibility



The Biggest School in the World

Free WiFi in more than 330 venues, supporting + 9M of mexican children to continue their studies online.



Palace Foundation

Sponsors of the non-profit association from Palace Resorts that support low-income communities in Mexico.



Sports

Because discipline begin at an early age, we promote the practice of sports, sponsoring different teams.

Our Customers

Hospitality

We guarantee **tailored projects** to the needs of each client.

- **+ 110** hotels in Mexico and Dominican Republic, with the possibility of providing service anywhere in the American continent.
- **+ 37,000** rooms.
- Coverage in complex areas: beaches, gardens, convention centers and multiple buildings.



POSADAS.



ROSEWOOD
HOTELS & RESORTS



A Z V L I K

KARISMA
HOTELS & RESORTS



FOUR
POINTS
BY SHERATON

20°N 87°W
UNICO
Riviera Maya



PALACE
RESORTS®

CARAL
VIP LOUNGE



CATALONIA
• HOTELS & RESORTS •



numa
HOTELS



||:|:|
CALLECORAZÓN
PLAYA DEL CARMEN



numa
HOTELS



AQUAMARINABEACH
HOTEL CANCUN

Schools

We are **specialists** in BYOD projects.

- **+ 25** educational groups.
- **+ 125** schools in Mexico.
- **+ 400,000** students.



We are agnostic. We evaluate and offer the ideal equipment and coverage that suits each project.



Exclusive Google Station providers with +50,000,000 connections.



+ 1,200,000 monthly connections in the second largest airport in Mexico.



+ 102 stores with connectivity for their operation and customers.



+ 1900 Ap's deployed for our wifi monetization venue network.



Every company is different: from his work team to the dreams he pursues.

But everyone needs something and that is **the best WiFi.**



More than **500 success stories** in solutions for
high performance support us.

sitwifi • arsNET

