

# SIMPCARE-HOSPITALITY

*Co-Managed IT Solutions*



## A PROACTIVE PARTNERSHIP TO INCREASE PRODUCTIVITY

In the hospitality industry, every detail counts. With JMARK, you can bid farewell to IT-related downtime and poor guest experiences. Our proactive monitoring ensures that potential issues are detected and resolved before they impact your operations. Your team will have more time to focus on providing stellar customer service, leading to a stronger reputation and higher ratings.

**SIMPCare** not only gives you the luxury of retaining your internal IT team but pairs it with the accountability and outcomes of JMARK's managed services. We believe in keeping what works for you while finding ways to make it even stronger.

1

### MONITORING

Watching over your network 24x7x365.

2

### INFRASTRUCTURE

Protecting your franchise behind the scenes.

3

**97%**

Average client satisfaction score for our hospitality team.

4

### COLLABORATION

Quarterly Business Reviews to stay on track.



## LET'S GROW TOGETHER

Why **SIMPCare**? In addition to working with your internal IT team, JMARK's deep bench of over 85 award-winning technicians will give you access to the advanced tools, purchasing power, and strategic expertise you need to increase speed and reliability for you and your guests, as well as a trusted partner who will respond no matter the time of day. Our dedicated team of engineers understands the nuances of the hospitality industry and what it means to uphold brand standards and create a premier guest experience.

Whether you're using your data to stay a step ahead, scaling your business to match your engagement, or wanting to enjoy your free time without worrying whether your technology will still work, our team will be with you every step of the way.

With **SIMPCare**, you'll gain access to:

- Proactive problem solving
- Security-first design to prevent breaches
- Long-term equipment plans and budgets to help scale your business
- Patching and maintenance that won't cause downtime
- A dedicated Client Relationship Manager to help you maintain a consistent experience
- Guaranteed outcomes and service level agreements (SLAs)

With **SIMPCare** from JMARK, we believe in giving you every tool we can to help you succeed. Because when you win, we all do.

## The JMARK Difference

For over 35 years, JMARK has been providing innovative managed IT services to organizations of all sizes. With that experience, we've learned a few things. Most importantly: people come first. Always. Whether we're revamping your uptime or taking the stress of atrocious tech out of your hands, JMARK is committed to giving people the peace of mind and time back to focus on the things that matter most.