SWFIT
Southwest Florida IT

FREE GUIDE · 2026 EDITION

HOSPITALITY AND TOURISM

Hospitality IT Setup Guide

Fast guest Wi-Fi, reliable payments, and systems that survive peak season.

Guests notice bad Wi-Fi and slow check-in before anything else. Behind the front desk, property management, POS, and booking systems all have to work together, and card data brings PCI requirements. This guide covers a dependable hospitality setup on the Gulf Coast.

How to use it: tick what you have in place today. Anything left unticked is a conversation worth having.

01 Guest experience

- [ ] **Guest Wi-Fi designed for coverage and capacity**
  Pool decks, rooms, and event spaces all count.
- [ ] **Guest network fully isolated from operations**
  Never one network for guests and the front desk.
- [ ] **Property management system integrated with booking channels**
  Avoid double bookings.
- [ ] **Reliable phones and messaging for guest requests**
  Fast answers drive reviews.
- [ ] **Internet with automatic failover**
  An outage at check-in is a bad first impression.

02 Payments and security

- [ ] **PCI DSS scope documented, card systems segmented**
  Smaller scope, simpler compliance.
- [ ] **Multi-factor authentication on PMS, POS admin, and email**
  Front desk accounts are targets.
- [ ] **Endpoint protection monitored 24/7**
  Including front desk and back office PCs.
- [ ] **Booking and payment change requests verified by phone**
  Fake booking platform messages are common.
- [ ] **Security training for front desk and managers**
  Phishing often arrives as a guest complaint.

03 Peak season and storms

- [ ] **Seasonal staff onboarding and offboarding**
  Accounts end when the season does.
- [ ] **Backups of PMS, POS, and reservations data**
  Test restores before peak season.
- [ ] **Hurricane plan for systems, data, and guest communication**
  Know how to reach guests if systems are down.
- [ ] **Standard setup across properties**
  Same network and systems everywhere.
- [ ] **Quarterly review of guest tech and vendor contracts**
  Plan upgrades in the off-season.

Red flags we see most

- Guests and staff share one Wi-Fi network.
- Seasonal staff accounts are never removed.
- There is no internet backup.
- Card terminals sit on the guest network.

Where to start

Schedule infrastructure upgrades for the off-season and test everything before the first big holiday weekend.

Want a second set of eyes?

Book a free 30-minute IT assessment. A senior technician walks through this checklist with you and tells you what to fix first. No sales script, no obligation.

Book a free assessment

(813) 999-0086

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