



Hospitality IT Solutions

BOQ Lodging

RELI-Avail MANAGES BOQ NETWORKS SPREAD ACROSS THE U.S.

CLIENT SINCE 2009

Lodging Startup Skyrockets

by ReliAvail I.T. Company

"Founded in 2007, BOQ Lodging is a Veteran Owned Small Business (VOSB) that initially specialized in corporate lodging solutions for Department of Defense personnel.

"BOQ maintains an active inventory of 200+ lodging units in the Washington, DC region and nationwide across the Continental United States (CONUS). **BOQ has been sought after as a premier lodging provider for corporate clients, with a focus on companies serving the federal markets."**

BOQ was recognized in 2009 as a Central PA **Emerging Business of the Year** finalist and in 2011 as one of the **Top 50 Fastest Growing Companies** by the Central Penn Business Journal.

A Distributed Enterprise

Corporate offices for BOQ span Pennsylvania, Virginia and Maryland, with satellites as far away as Kansas City and Hawaii.

Telecommunications Challenges

When BOQ and ReliAvail started working together in 2009, BOQ had three offices and a handful of staff, but they were already experiencing communications challenges.

BOQ had many separate phone numbers for each of the three offices, and no way to transfer calls between locations. Often, BOQ prospects and customers would dial the wrong number and need to hang up and dial again. **It was quickly realized that many times people simply gave up and never called back again.** Furthermore, long distance calls between staff was costing each location hundreds of dollars per month.

With a focus on growing the business, ReliAvail architected a distributed communications system that:

- Enabled inter-office dialing and transfer
- Centralized incoming calls
- Provided emergency call failover
- Eliminated long distance
- Provided real-time call metrics

"I have and will continue to recommend ReliAvail for all my business associates."



Joe Szoboszlay, Owner
BOQ Lodging

"I have been a customer for over 6 years and I highly recommend their services."



Chris Basista, COO
BOQ Lodging

FOCUS ON BOQ



Luxury at Work

BOQ's focus is on the luxury, up-scale market – a clientele that expect perfection in their experience, including communications with the lodging company.



Geographically Dispersed

BOQ maintains a call center in Harrisburg, PA, accounting offices in Clarksburg, MD and Operations offices in Arlington, VA. All offices can securely communicate and work as if they are in one location.

FAST FACTS

100%

BOQ staff can work whenever, wherever and from any device using secure network and telephone connection capability, which also allows for easy turn-up of remote office locations

25%

After BOQ started using the real-time metrics provided by ReliAvail's phone system, call center hours were cut 25% because customer demand did not exist during those hours, saving valuable time and resources

CONTACT RELIAVAIL TODAY

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BOQ Lodging Founder and former CEO, William Foos poses in BOQ's Harrisburg call center location

...Lodging Company Skyrockets

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Beyond Telephones

Besides needing a way to easily dial and transfer calls between offices, **BOQ needed a full IT infrastructure to support:**

- Corporate email, shared calendars and contacts on laptops and mobile devices;
- Centralized booking of reservations, and room management to include online;
- Syndication to global distribution systems Travelocity, Expedia, VRBO;
- Resources to securely share files and media between staff;
- Secured remote access for teleworkers;
- Wired and WiFi communications for staff, and guest access;
- Ability to process credit card payments online and by telephone;
- On-going PCI compliance & IT support;
- Rapid growth of the enterprise in locations unknown.

Available and Reliable Solutions

ReliAvail continuously works with BOQ stakeholders to assist the company with growth strategy and effective application of technology in support of their mission.

A number of complementary technologies are deployed in support of BOQ's mission:

- **Hosted Exchange** –staff securely access email, shared data from anywhere

- **Collocation** at a regional data center eliminates downtime due to power outages, cooling issues or internet related hiccups at any BOQ location
- RDPwin booking engine & IRMnet online reservations system allow booking by telephone or online
- **GDS syndication** for commercial and government reservations allows BOQ to push availability to sites like Expedia and Travelocity, maintaining occupancy
- **Remote access services**, shared file stores allow for **secure collaboration**
- **Disaster recovery planning** including off-site secured backup, powered by Rackspace and the Amazon Cloud
- **Secure wired and WiFi** networking powered by Cisco and WatchGuard
- **Tokenized credit card processing**, ensures that sensitive data never touches BOQ's systems
- Cloud hosted telephone and network system **allows BOQ to bring up a remote office anywhere in the world** in a matter of minutes
- **Automated systems monitoring** alerts ReliAvail immediately of problems, which can often be addressed before BOQ recognizes an issue
- **Automated PCI and security auditing** ensures that BOQ's systems are secured and operating as expected, without vulnerabilities