
Saybrook Point Inn Treats Guests to High Speed Internet Services from Comcast Business

Luxury resort destination utilizes reliable internet, phone and video amenities to provide best-in-class service to guests and optimize performance

OLD SAYBROOK, CONN – March 20, 2017 – [Comcast Business](#) today announced that [Saybrook Point Inn](#), a luxury Connecticut inn featuring elegant accommodations, fine dining and premier spa services, is using Comcast Business Ethernet, Internet, Phone and Video offerings to provide guests with high-quality technology services as well as improve inn operations.

The privately-owned travel destination is located on the Connecticut River at the entrance to Long Island Sound and features more than 100 guest rooms, a full-service spa, fine dining restaurant and marina that can accommodate vessels up to 200 feet. To meet its commitment to environmental conservation, operational efficiency and exceptional guest services, the management team streamlined its technology offerings and implemented [Comcast Business Internet](#) to increase the performance for all three of its networks in the marina, office and guest areas.

“Both our social and corporate guests require high-speed internet service, from the visiting yachts in the marina who use it for self-diagnostic marine systems and video applications, to those staying in our inn. Comcast Business provides us with reliable internet as well as phone and video services throughout the property,” said John Lombardo, general manager of Saybrook Point. “Leveraging technology allows us streamline operations. We can be more of a high-touch resort because our staff can spend more time interacting and servicing our guests, whether they are visiting for a vacation or attending an event in our ballrooms and conference center.”

Saybrook Point Inn was the first “Green Hotel” designated in CT and is well-known for its eco-friendly practices, several of which rely on technology to meet the property’s green commitment. In the guest rooms, Saybrook Point implemented Comcast Business’ [Q2Q hospitality solution](#) offering guests full voice and video offerings with a specific Saybrook Point default channel to promote various events and news and a second menu channel. These channels eliminate the need for the Inn to print materials for the rooms continuously, thus adding to its eco-friendly mission. Their cogeneration and extensive solar panel system also rely on solid internet services to perform properly.

“Technology offerings including high-speed internet, phone and hi-def video are among the top amenities for resorts such as Saybrook Point Inn to keep guests connected to their families and work during their travels as well as provide entertainment options,” said Michael Parker, regional senior vice president for Comcast’s Western New England Region. “Saybrook Point Inn is a well-known for its beautiful location, exceptional guest services and commitment to the environment and community. Comcast is fortunate to work with this Inn to provide the high-tech solutions to meet guest needs as well as optimize business operations.”

Additionally, Saybrook Point Inn relies on Comcast Business to strengthen its operations with a 100 Megabit-per-second (Mbps) [Ethernet Dedicated Internet](#) line and [PRI business phone service](#) for direct dialing around the property.

“Our invoices are processed via an online central accounting system so our efficiency is greatly impacted if the network is slow or offline. Also, our staff offices, printers and copiers are connected through an online shared system, which needs reliable internet,” Lombardo added. “Comcast Business ensures that we are operating at peak productivity. And it has allowed us to implement new guest service systems. For

instance, in the dining room, we use iPads and OpenTable to communicate the status of each table in real-time with the hostess station to decrease guest wait times, and we are implementing systems for housekeeping and maintenance departments to both eliminate paper, intrusive radio communication and have better accountability. We also installed two treadmills recently that have built-in Wi-fi capability for internet surfing and access to online special fitness programs.”

About Saybrook Point Inn, Marina and Spa:

Situated along the picturesque shores of historic Old Saybrook, Connecticut, Saybrook Point Inn, Spa and Marina features a collection of 100 elegantly-appointed guestrooms, 24 villas offering long and short-term rentals, a rejuvenating full-service SANNO spa, and casual fine dining restaurant, Fresh Salt, as well as a unique waterside Lighthouse Suite. In addition, the historic Three Stories and Tall Tales luxury guesthouses offer exquisite rooms that convey the story of famous local residents, including Katharine Hepburn.

Saybrook Point also shines with the pristine Saybrook Point Marina, a landmark boating destination conveniently located at the mouth of the Connecticut River with easy access to Long Island Sound. It can accommodate vessels from 12 to 200 feet and has received numerous premier Connecticut marina awards.

More information is available at www.saybrook.com.

About Comcast Business

Comcast Business offers Ethernet, Internet, Wi-Fi, Voice and TV solutions to help organizations of all sizes transform their business. Powered by a next-generation, fiber-based network, and backed by 24/7 technical support, Comcast Business is one of the largest contributors to the growth of Comcast Cable. Comcast Business is the nation’s largest cable provider to small and mid-size businesses and has emerged as a force in the Ethernet market; recognized over the last two years by leading industry associations as its fastest growing provider and service provider of the year.

For more information, call 866-429-3085. Follow on Twitter @ComcastBusiness and on other social media networks at <http://business.comcast.com/social>.

About Comcast Cable

Comcast Cable is one of the nation's largest video, high-speed Internet and phone providers to residential customers under the XFINITY brand and also provides these services to businesses. Comcast has invested in technology to build an advanced network that delivers among the fastest broadband speeds, and brings customers personalized video, communications and home management offerings. Comcast Corporation (Nasdaq: CMCSA) is a global media and technology company. Visit www.comcastcorporation.com for more information.

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