

OnQ Technology Program for Hilton Hotels



Given both the importance of technology and the rapid pace of technological change, Hilton offers a unique program that helps your hotel operate with leading-edge technology while minimizing your up front capital expense and asset management responsibility.

No Up-front Hardware Investment!

OnQ hardware is billed through a monthly technology fee based on a percentage of room revenue and is refreshed every three years!

In addition to the OnQ hardware, the monthly technology fee also includes:

- 24/7 Help Desk
- OnQ hardware maintenance
- OnQ software upgrades
- Access to OnQ Insider with customized owner, general manager, and team member views
- Brand standard e-mail

There is a one-time fee* for the OnQ software license, training certification, and on-site implementation.

Imagine not having to qualify for a capital lease or create a huge capital budget to replace hardware every 3 years. Imagine how easy it will be to acquire OnQ in its entirety in a simple "turnkey" process from one source. We believe by providing your hotel with the right technology tools and an easy way to obtain it, we can help your property become more efficient and effective and help you drive more profit to your bottom line.

It's a win-win for both Hilton and your hotel because through this fee-based pricing program, successful performance will be reflected in your monthly fee and this will enable us to develop new and better OnQ features.

Hilton is an industry leader in both the creation and utilization of technology-based programs to enhance the performance of the Hilton Hotels brand, while maximizing guest loyalty and bringing new customers to our properties.

For more information about the program and associated fees, please contact one of our Product Sales Analysts at 1-800-847-8483 or your Regional Director of Brand Performance.

*The program fee for REIT (Real Estate Investment Trust) hotels does not include the required hardware, equipment and 3 year refresh. See Uniform Franchise Offering Circular for a detailed explanation.

