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Total annual spend for IT and cybersecurity development measures for your company: unk

Industry Sector: Travel / Hospitality / Recreation / Entertainment

What are key products or services offered by your company? Lodging and digital services.

How many people are employed by your company? 10,000+ employees

What is the current annual revenue for your organization? $5B+

How many business locations do you maintain company hardware and equipment such as servers…? 7000

How many people are in your IT Department? Unk

How many people are on your IT security team? Unk

Number of Contact Center Seats: 5000

What is your current Operating System? Proprietary

Who is your current ERP vendor? NO

Who is your Cloud Service Provider? NO

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1) Do you have responsibility for Cybersecurity? no

Do you plan to add or expand cybersecurity initiatives in the next 12 months? NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: nan

Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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2) Do you have responsibility for Cloud software solutions? no

Do you plan to add or expand cloud solution initiatives in the next 12 months? NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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3) Do you have responsibility for Digital Solutions?: no

Do you plan to add or expand digital responsibility initiatives in the next 12 months?: NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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4) Do you have responsibility for Data Management? no

Do you plan to add or expand data management initiatives in the next 12 months? NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: nan

Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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5) Do you have responsibility for Software/Application Development and Management? no

Do you plan to add or expand software / application development initiatives in the next 12 months? NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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6) Do you have responsibility for Communication Systems? yes

Do you plan to add or expand communication system initiatives in the next 12 months? no

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: Cloud based phone systems (VOIP), Contact Center Optimization, Outsourced Consulting,

Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we've recently migrated over to nice cxone. we would like to know about more solutions to optimize the performance and effectiveness of our teams.

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7) Do you have responsibility for Network Systems? no

Do you plan to add or expand network system initiatives in the next 12 months? NO

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: ,

Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): no

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8) Do you have responsibility for Consulting / Outsourcing? yes

Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: , Call Centers, IT Service Management (ITSM), Staffing / Recruiting Vendor Evaluations

Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): we may

have the opportunity to grow our outsourcing resources. we may be looking at some bilingual providers as well as those with experience support lodging or hospitality related organizations.

9) Do you have responsibility for IT Leadership, Talent Management and Training? yes

Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months? yes

Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind: IT Advisory / Analyst Support IT Certificates, IT Training Software for staff : IT Operations, Leadership coaching, Team Efficiency and Effectiveness Training, Workload Prioritization/ Employee Burnout Prevention

Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule): preparing the current silo of teams with being more agile and being able to help across streams with other groups. our service desk volume ebbs and flows based on application. it would be desirable to get more people skilled in some form in multiple proprietary applications to help support enhanced fcr and mttr.