

Hospitality Applications Suite



MITEL CONNECTED GUESTS

Good communication is at the heart of every successful hotel.

Our customers enjoy flexible, scalable, secure communications, optimized to meet the needs of the hospitality industry, from small economy hotels through to some of the world's most famous luxury hotels.

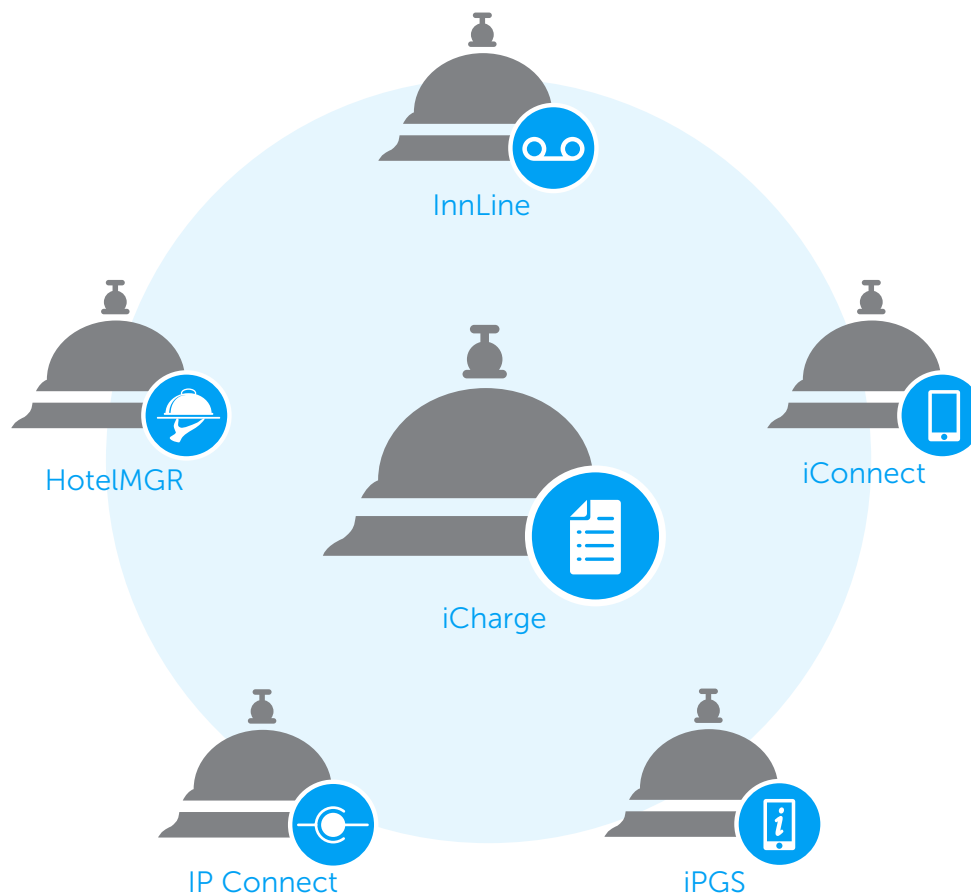
In a busy hotel environment staff need to focus on being productive and managing guest experience. Our technology has the flexibility to adapt to guest and staff requirements with a minimum of management overhead.

Mitel Call Management platforms have a unique architecture enabling support of traditional and IP communications, fixed and wireless. This approach allows hoteliers to benefit from IP communications whilst protecting investment in traditional telephony.

The Hospitality Applications Suite simplifies integration of hotel systems, enables accurate billing across a range of guest services and differentiates through advance capabilities including guest BYOD and guest services management.

Portfolio includes:

- Interface aggregation and management
- On premise, virtualized or cloud deployment options
- Single or multi-site properties
- Guest voice messaging and wake-up systems
- HSIA management and billing
- Guest mobility/BYOD
- Guest mobile content apps
- Guest service tracking and workflow management
- XML content delivery to IP handsets



Key features:

- Voice billing
- Data billing
- Voice system integration
- Property Management System integration
- Voicemail system integration
- HSIA integration
- IPTV integration
- Room status
- VIP registration
- Message waiting

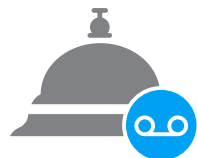
iCharge

CALL LOGGING AND PMS INTEGRATION

iCharge provides a platform for interconnecting front and back office applications, either in a single hotel or across a multiple properties with centralized management.

iCharge manages integration of the Property Management System, telephony, voicemail, high speed Internet access and in-room entertainment to deliver accurate billing. This approach enables guest service packaging, for example, the ability to offer a bundle consisting of telephony, in-room entertainment and Internet access.

iCharge can be deployed on premise, within a virtualized environment or from the cloud. Hoteliers can choose from CapEx or OPEX financial models.



InnLine

MULTI-LINGUAL VOICE MESSAGING AND WAKE UP SERVICES

InnLine provides guest and administration, voice messaging and wakeup management. The application has been designed specifically for the hospitality industry and is fully integrated into the hotel's Property Management System.

InnLine has become the preferred standard for many international hotel groups to provide a platform for hoteliers and hotel operators to assist the discerning guest in their daily messaging and wakeup requirements.

InnLine provides hotels with guest and administration mailboxes, multiple languages and wakeup call management including room or maid status and minibar billing (requires iCharge), analog and digital integration, DID allocation and guest group messaging, room or maid status, auto-attendant and mini-bar billing.

Key features:

- SIP integration
- Analog and digital integration
- PMS integration
- Minibar
- Mailbox open/close
- Wake-up set / clear
- Multilingual
- DID / DDI allocation
- Guest group messaging
- Multi-level auto attendant

Key features:

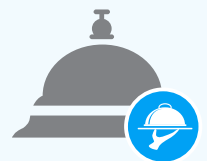
- Workflow management
- Request tracking
- Request prioritization
- Skills-based dispatching
- Work ticket dispatch
- Work ticket tracking
- Multilingual
- Customization
- Mobile enabled

HotelMGR

GUEST AND MAINTENANCE WORKFLOW MANAGEMENT

Streamlining services and optimizing staff productivity can impact guest experience. HotelMGR is designed to manage workflow, maintenance duties and preventative maintenance to ensure standards are always met.

Housekeeping staff can use the HotelMGR app or the bedroom telephone or to raise a ticket, for example, when a light bulb needs replacing. This request is raised to the appropriate skill group, typically via their wireless or mobile device. Individuals can accept and flag requests when completed. Escalations can be defined and managed within HotelMGR. Full management reporting is standard capability.



Key features:

- Guest BYOD
- 2 way PMS integration
- Voicemail access
- Multilingual
- Hotel services directory
- Simple authentication
- Secure access
- PBX agnostic
- SIP Trunk connected

iConnect

GUEST SMARTPHONE INTEGRATION

iConnect provides a cost effective, secure method of extending the hotel's telephone network to the guest's own smartphone.

Guest experience is enhanced through mobile communication. Their mobile device becomes an extension of the hotel telephone system. Hotel staff and guests are connected across a hotel or resort.

iConnect can be integrated with the iPGS mobile app to provide one touch booking of hotel services. This capability helps to increase revenue per occupied room.

Staff mobility can also be supported through integration of smartphones and tablets.



iPGS

GUEST MOBILE APPLICATIONS

The iPGS mobile app is designed to enrich the guest experience and deliver 'in the moment' content. The solution enables the hotelier to communicate and promote revenue-generating services to the guest in a structured and noninvasive manner.

Traditional paper in-room packs can be replaced with a complimentary, multi-lingual, interactive app better suited to the modern day traveller. Whether displaying restaurant menus, controlling in-room systems (e.g. air conditioning, lights, blinds), booking spa treatments or searching for the golf tee off times – iPGS mobile app is your pocket concierge.

Key features:

- Guest BYOD
- Guest content delivery
- PMS integrated
- Wake-up set / clear
- Interactive room services
- Guest relations
- Promote your hotel brand
- Increase guest loyalty
- Bespoke design
- Available for iOS and Android

Key features:

- Hotspot manager
- Portal page management
- Room/port management
- Billing plan management
- User management
- Revenue reports
- Subscriber activity logging
- Passthrough and URL filtering
- Traffic shaping

IP Connect

GUEST HSIA MANAGEMENT AND PERSONAL AREA NETWORKS

IP Connect manages the authentication and billing of high speed internet access across a property.

Access can be tiered and managed based on role. Quality of Service can be managed on the basis of access speed, bandwidth and service duration. Clients can be guaranteed bandwidth, for example, for a conference. This enables hotels to offer a limited Internet service with upgrade options for guests that are willing to pay for a premium service.

IP Connect can be provided as an appliance, as software only or deployed within a virtualized environment.

