Hospitality Applications Suite

NORCOM

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 worlds 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 Hospitaility Applications Suite simplifies integration of hotel systems, enable accurate billing across a range of guest services and enable differentiation through advance capabilities including guest BYOD and guest services management."

Portfolio includes:

- Interface aggregation & management
- On premise, virtualized or cloud deployment options
- Single or multi-site properties
- Guest voice messaging and Wake-up systems
- HSIA management and billing solutions
- Guest mobility/BYOD solutions
- Guest content services applications
- Guest service tracking and workflow management
- XML content delivery to IP handsets
- Customised development work
- Guest room telephone handsets

InnLine

Hotel MGR

iCharge

iConnect

IP Connect

iPGS
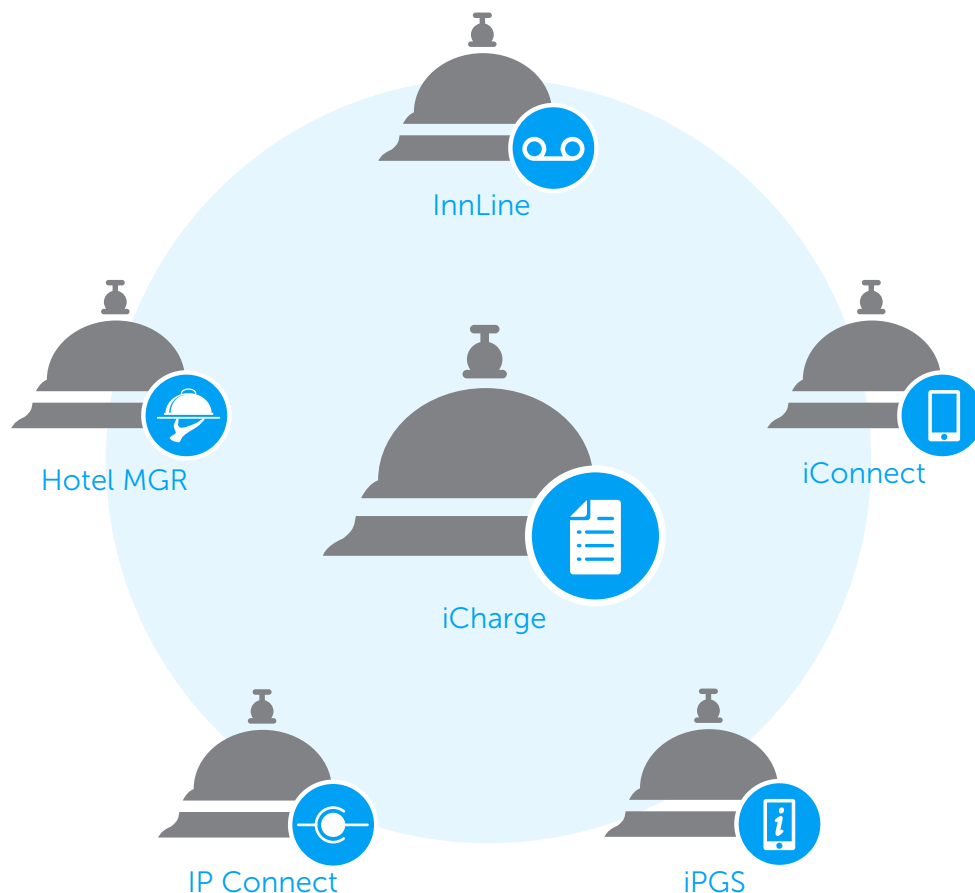
iCharge

Key features:

- Voice billing
- Data billing
- PBX
- PMS
- Voicemail
- High speed internet access
- IPTV
- Room status
- VIP registration
- Message waiting

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

iCharge manages integration of the Property Management System, telephony, voicemail, high speed Internet access, in-room entertainment and HSIA 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 Cap Ex or Op Ex financial models.

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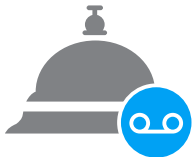
Innline provides guest and administration voice messaging and wakeup management. The application has been designed specifically for the hospitality industry, fully integrated into the hotel's Property Management System.

Innline has become the preferred standard for many international hotel groups and provides 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, wakeup call management including group facilities, room or maid status, auto-attendant and mini-bar billing.

Key features:

- SIP-based integration
- Analogue & digital based
- Integration
- PMS integrated
- Minibar
- Mailbox open/close
- Wake-up set / clear
- Multilingual
- DDI allocation
- Guest group essaging
- Multi-level auto attendant

iConnect

Key features:

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

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

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.

The iConnect client also enables hotels to present hotel services and simplify booking to increase revenue per available room.

Staff mobility can also be supported through integration of Smartphones and tablets.
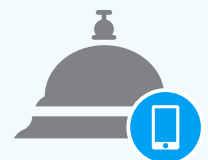
Key features:

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

iPGS

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

iPGS

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 – the iPGS mobile app is your pocket concierge.
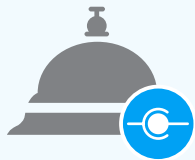
IP Connect

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 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

Key features:

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

Key features:

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

Hotel MGR

Streamlining services and optimising 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 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 requests and flag when completed. Escalations can be defined and managed within HoteMGR. Full management reporting is standard capability.

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TELEPHONY SOLUTIONS
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