

IP Guest Services

Guest Mobile Applications



Superior communication is at the heart of every successful hotel.

MITEL CONNECTED GUESTS



The class leading Hospitality Applications Suite is transforming hotel operations and guest experience. Connected Guests customers enjoy freedom of deployment, extending to cloud and protecting investment in technology. Our focus on 'Mobile First' is set to change the way hotels across the globe do business.

In the competitive hotel industry, hotel management is looking for opportunities to increase hotel revenue. By providing customized hotel content, hotels can increase revenue and improve guest experience by providing content directly to the guest's mobile device.

The iPGS mobile application delivers relevant hotel information to enrich the guest experience including guest mobile access to hotel staff, restaurants, bars and leisure services. The application gives the guest access to the hotel services when they want them and can drive increased hotel revenue by providing opportunities to upsell services to guests.



The iPGS mobile application is designed to enrich the technology experience of the guest and empowers them with all relevant and up-to-date content at their finger-tips. The solution enables the hotelier to communicate & promote revenue generating services to the guest in a structured but noninvasive manner.

Replace the traditional paper based in-room welcome pack and directory of guest services with a complimentary, multi-lingual, interactive app that is suited to the modern day traveller. Whether it is displaying restaurant menus, controlling in-room systems (e.g. air conditioning, lights, blinds), booking your spa treatment or searching for the golf tee off times – the iPGS mobile app is your pocket concierge.

Designed for the guest to download and use on their smart devices, iPGS is freely available on the Android & iOS online stores.

Bespoke design & branding enables the hotel to maintain 24 x7 x 365 presence on their client's devices.

- Guest BYOD
- Guest Content Delivery
- PMS Integrated
- Convenient Access
- Ease of Use
- Wake Up Set / Clear
- Explore the Hotel
- Interactive Room Services
- Targeted Advertisement
- Guest Relations
- Information

At a Glance



OVERVIEW

- A "multi-level environment" means a potential Guest can explore the hotel services, information and amenities whilst on the move and have access to the complete Guest Interactive components after check in and authentication.
- Graphically rich with full customisable design.
- Additional revenue for Advertising, Internal & External dining, local bars and services.
- Gives the guest access to the hotel services when they want them and where they want them.

CONNECTIVITY

- Content available off line
- Embed external web page links
- Guest content only or combined option with SIP client
- 4 devices per room license
- iCharge integrated
- InnLine integrated
- 3rd party systems integration (PMS, IPTV, POS, VM, etc)
- Location aware
- Embedded browser content
- Provide customised guest content
- Android Support
- iOS Support

ADMINISTRATION

- Fully customizable design
- Fully integrated with PMS
- Multi-property
- Push notifications for messaging and advertisement Maid status
- Room status
- Pay-per-call concept
- E-Key integration

GUEST FEATURES

- Guest messaging
- Wakeup management
- Access to voicemail
- Guest services delivered to the smartphone Multi-language support
- In-Room systems control
- E-Key integration
- Guest feedback and satisfaction surveys
- Service requests
- In-Room dining

iPGS Value Proposition

The iPGS mobile app is designed to enrich the guest experience and deliver dynamic content. The solution enables the hotelier to communicate & promote revenue generating services to the guest in a structured and noninvasive manner resulting in an average 25% increase in upselling restaurant, SPA and bookings of other hotel services. Revenue can be increased further with advertising partnerships.

Traditional paper in-room packs can be replaced with a complimentary, multi-lingual, interactive app better suited to the modern day traveler. 85% of guests that used the app found it easier to get to know the hotel services and to find the information that they were looking for.

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.

Learn more

For 40 years Mitel has helped hotels around the world improve their communications. From small hotels, to some of the world's most prestigious properties, hoteliers rely on Mitel communications for exceptional guest service, operational efficiency and deployment options. Mitel hospitality solutions are currently available in 100 countries and integrate with 85 property management systems and applications. For more information, contact Norcom at 877-NORCOM 1, email at hospitality@norcomsolutions.com, or visit norcomsolutions.com/hospitality.

