



MITEL

Solutions for Hospitality

Mitel – who we are ...

Since its inception 30 years ago, Mitel® has become a premiere global provider of enterprise telephony solutions and today has installed more than 250,000 telephone systems with almost 20 million users around the world. The company continues developing its world-class networks with a primary focus on Internet Protocol (IP). With its IP-based solutions that integrate voice, video and data transmissions over a single broadband network, Mitel is revolutionizing hospitality industry communications.



HOSPITALITY NEEDS

- Reduce costs and increase staff efficiencies
- Enhance customer experience
- Revenue generation

MITEL HOSPITALITY SOLUTIONS

- IP solutions that leverage a single infrastructure for converged services like voice, video and data
- Seamless integration with most third-party applications like PMS, call accounting and analog guest room phones
- Applications that enable staff to spend more time serving customers
- Desktop and WiFi phones and consoles that are intuitive and easy to use, enabling staff to be more professional when handling calls
- Hospitality-specific feature sets
- Flexible hardware and software solutions to meet the needs of the hotel vertical
- An intelligent migration path to protect your existing and future investment

Who we are in hospitality:

- A long-established and proven provider of hospitality-specific communications, worldwide.
- Mitel Hospitality Solutions are installed in the UK, Middle East, Asia-Pacific, Canada, United States, Caribbean and Latin America.
- In the U.S. alone, Mitel is an approved manufacturer for many of the Top 10 hotel companies who account for the majority of guest rooms.

The reasons are clear:

- Our complete line of feature-rich, IP desktop phones, consoles and peripherals lowers operating costs while making it easy for hotel staff to provide professional level service to guests.
- Mitel's IP-PBX and IP-based applications enable hoteliers to implement IP solutions at their own pace to meet their customers' needs.
- Mitel's open architecture support third-party applications like call accounting, guest room phones and property management.
- Combine all the above with a built-in migration strategy that protects your investment for years to come, and YOU will agree, Mitel solutions are a wise investment.

Mitel solutions meet and exceed the hospitality industry's demands for performance, price, scalability and investment protection.



it's about **YOU**

Feature for feature, Mitel is setting the standard for hospitality communications

Requirement	Features	Benefits
Reduce costs and increase staff efficiency	Twinning	<p>Staff can make and receive calls where coverage is provided at the property</p> <p>Opportunity to increase guest service response time with improved staff efficiency</p> <p>Opportunity for hotelier to save costs on network services like pagers and cell phones for property based communications</p>
	IP-based Teleworker for home office	<p>Enable management and key staff to have office functionality at home</p> <p>Improve staff retention with flexible communications solutions and leverage the internet to save on costs</p>
Enhance customer experience	Integrated Messaging puts the guest in control	<p>Guests can access voice mail in-room or from any touch tone telephone on or off the property</p> <p>Guests can set/modify/cancel their own wake-up calls</p> <p>Enables staff to focus on customer facing activities during peak periods</p>
	Integrated IP WiFi application	<p>Mobile Meeting Managers can call Catering, Business Center services to keep meetings running efficiently resulting in repeat business and potential increased property services revenue</p>
Revenue generation	Integrated Recorded Announcement Device (RAD)	<p>Hotelier can advertise property services to guests with a wake-up call. Opportunity to increase property food and beverage revenue</p>

North America
 (613) 592 2122
 1 800 648 3579

Latin America
 (613) 592 2122
 1 800 648 3579

UK
 Tel: +44 (0)1291 430000
 Fax: +44 (0)1291 430400

France
 Tel: +33 (0)1 61 37 00 90
 Fax: +33 (0)1 61 37 00 99

Benelux
 Tel: +31 (0)30 85 00 030
 Fax: +31 (0)30 85 00 031

Italy
 Tel: +39 02 2130231
 Fax: +39 02 21302333

Germany, Switzerland, Austria
 Tel: +49 (0)211 5206480
 Fax: +49 (0)211 52064899

Portugal and Spain
 Tel: +34 91 350 66 33
 Fax: +34 91 350 70 14

Middle East
 Tel: +971 4 3916721
 Fax: +971 4 3915288

South Africa
 Tel: +27 82 559 8688
 Fax: +27 11 784 6916

Asia-Pacific
 Tel: +852 2508 9780
 Fax: +852 2508 9232

www.mitel.com



THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2005, Mitel Networks Corporation. All Rights Reserved.

GD 7814 PN 51008440RA-EN