

Mitel Hospitality Solutions

Improved Profitability through Enhanced Customer Service

Mitel Hospitality – Global Focus

- Dedicated Global Hospitality team
 - International – EMEA & APAC
 - Americas
- A true global footprint
- 40yrs+ experience
- 30,000+ Hospitality Customers
- Extensive knowledge of the hospitality market
- Agile Development Team



Brand Standard

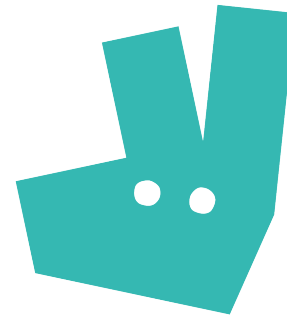


Background

- End-end service delivery companies have transformed customer experience – e.g. Uber, Amazon, AirBnB
- Platform-based IP architectures connect all aspects of their operations and integrate with third-party providers
- Enables them to provide a consistently good and manageable single user experience
- Enables them to add new services (either internally or via third-parties) easily and seamlessly



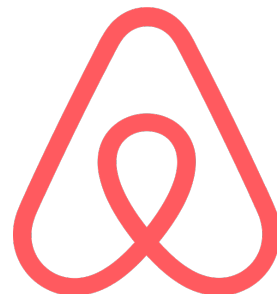
amazon



deliveroo



U B E R



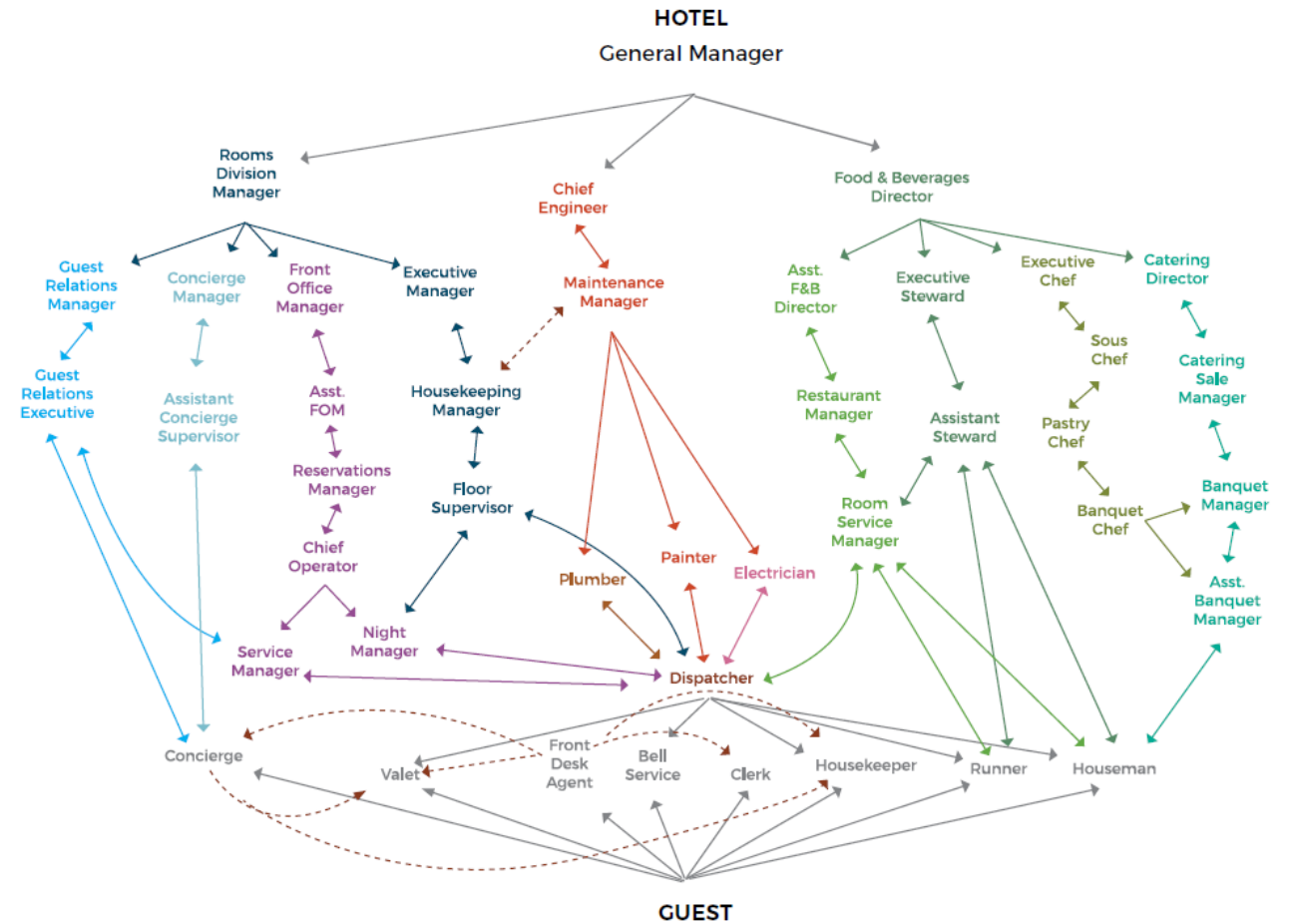
airbnb



Powering connections

Hospitality Challenges

- Hotels bring together a multitude of services into a single guest experience
- Hotels are complex operations requiring the precise choreography of multiple departments acting as one
- Guests are quick to apply newly-raised expectations created by new consumer electronics solutions
- To deliver exceptional service and match today's elevated guest demands, a hotel must have truly outstanding operations and the technology to match
- Mitel has a framework of unified, open and sticky technology strategies so that hotels can evolve their operations to flourish in this new "expectation economy."

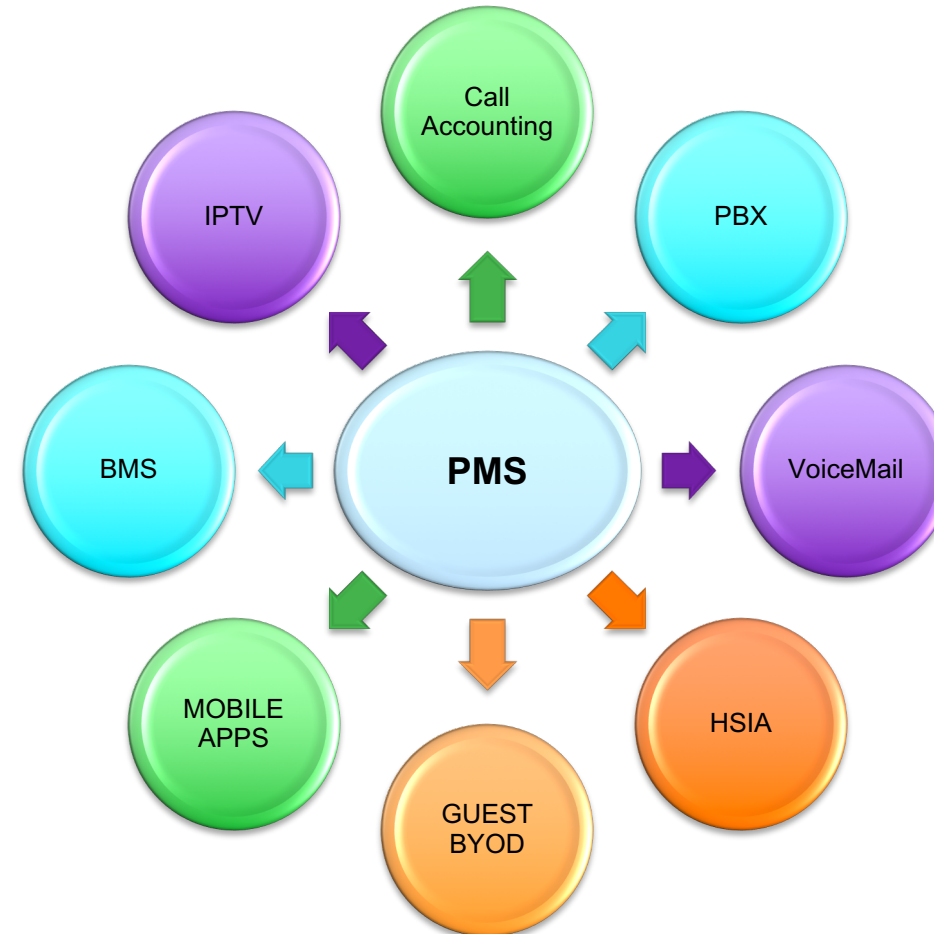


Service Bus Architecture

a communication system between mutually interacting software applications in a service-oriented architecture (SOA)

Traditional Hotel Architecture

- PMS is at the heart of the system
 - Most important application
 - On-premise or Hosted
- All other applications connect to PMS
- Lacks flexibility – all changes dependent on PMS
 - Difficult to add new applications
- Licencing costs for every interface



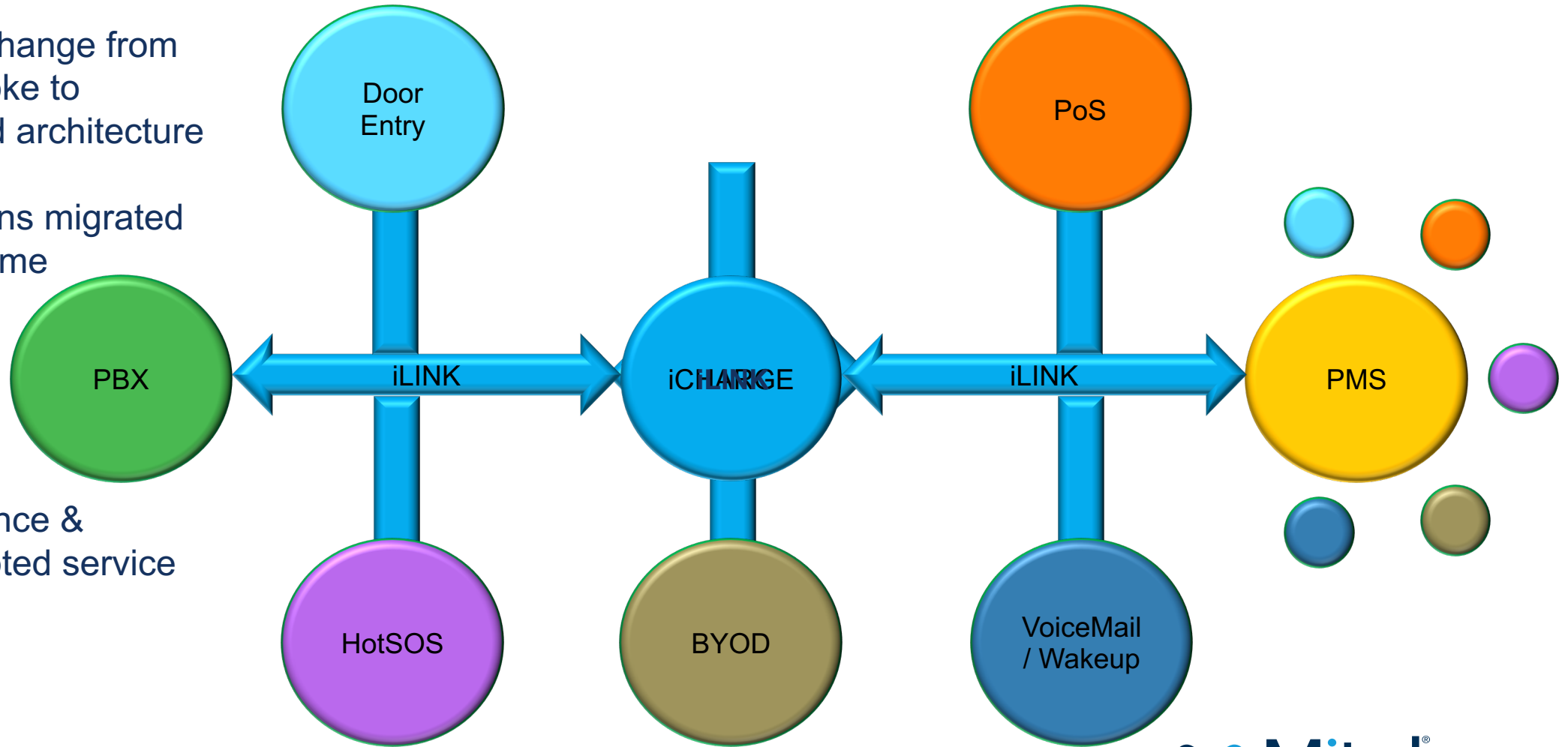
In the Olden Days.....(before mobile phones)

- Telephony charges ranked second only to room revenue
- Critical application was Call Accounting
- Reporting functionality very important
- TigerTMS dominant provider – iCHARGE
- Mitel acquired TigerTMS in 2015



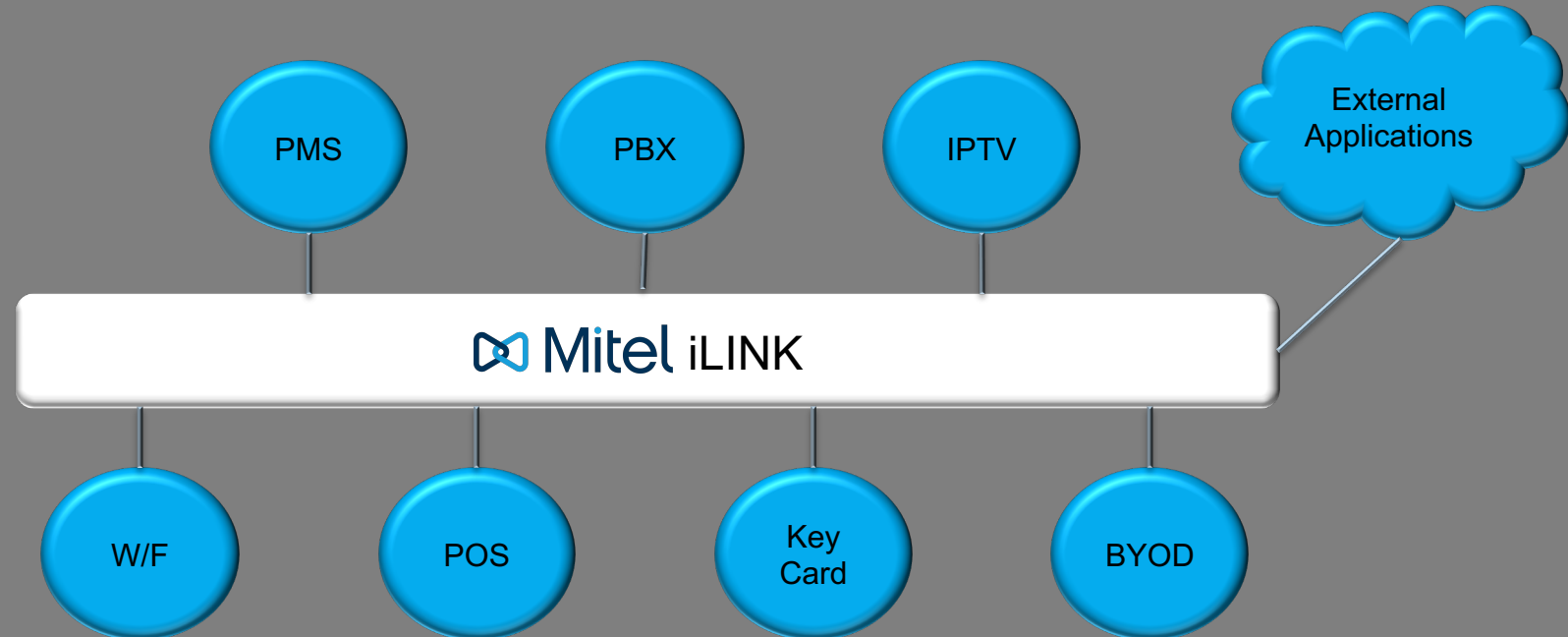
Migration to Service Bus

- Gradual change from hub & spoke to distributed architecture
- Applications migrated one at a time
- Co-existence & uninterrupted service delivery



Mitel Connected Guests – iLINK – Strategic Bus Architecture

- Inter-connect between hospitality applications and systems
- Open APIs
- Flexible system
- Holistic, Integrated Approach
- Inclusive Call Management
- Significant Cost Savings



iLINK – STRATEGIC SERVICE BUS

30+ years development experience

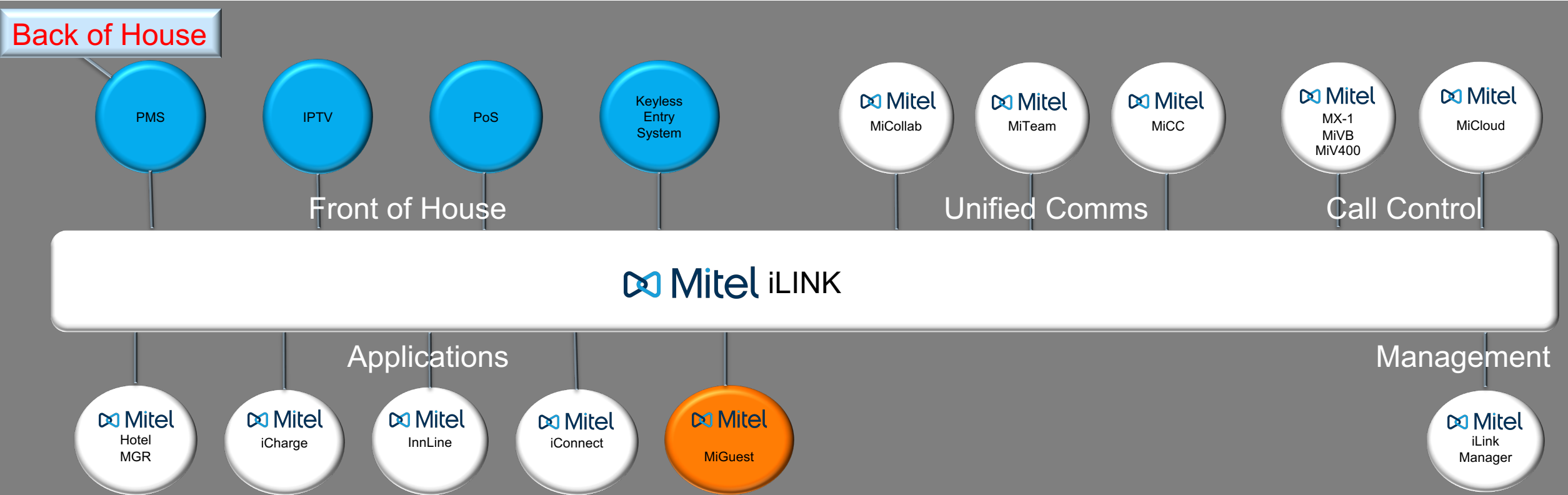
Proven interfaces with:

- PBX [Telephone Activation & Direct Call Accounting]
- Guest Service Applications (BYOD)
- PMS
- HSIA Management
- Building Management Systems
- Voicemail Systems
- Point of Sales
- Electronic Lock Systems
- IPTV
- In Room Movies
- Call Accounting
- Workflow Applications
- Digital Signage

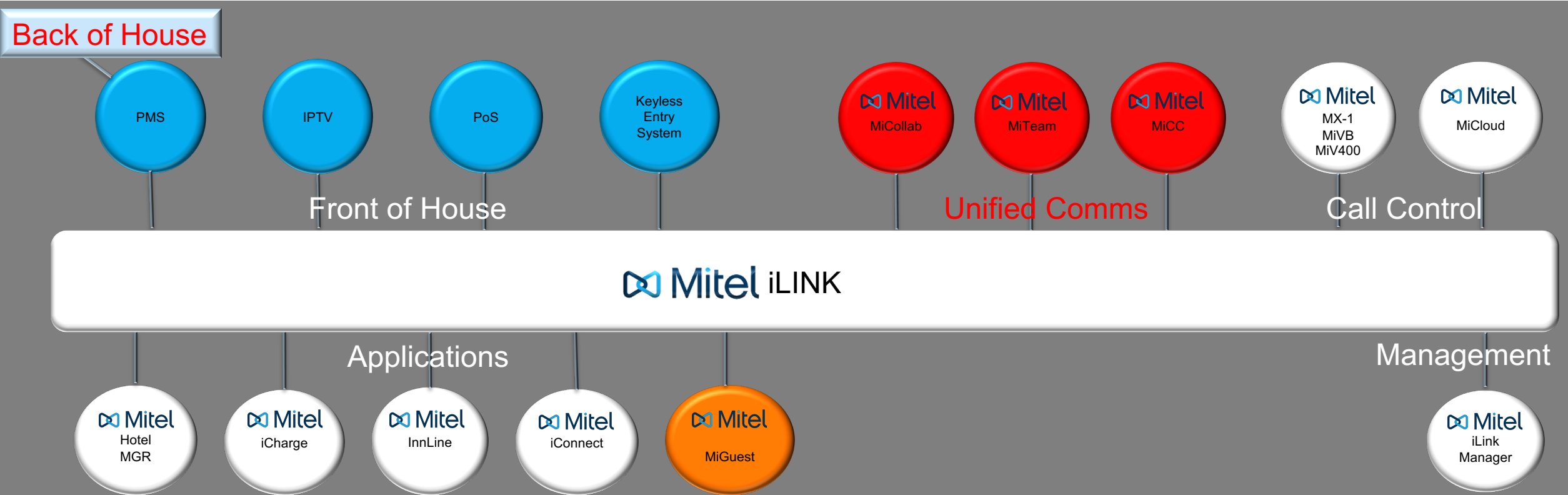
Dedicated Development Team based in UK.



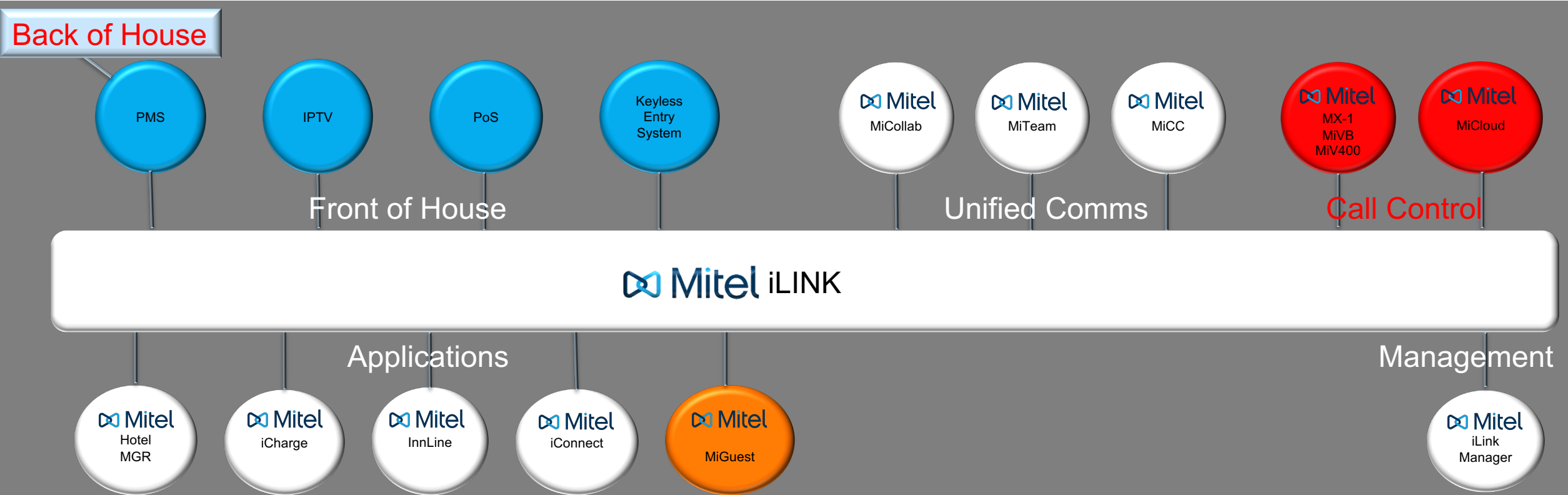
Mitel Connected Guests – Total Solution



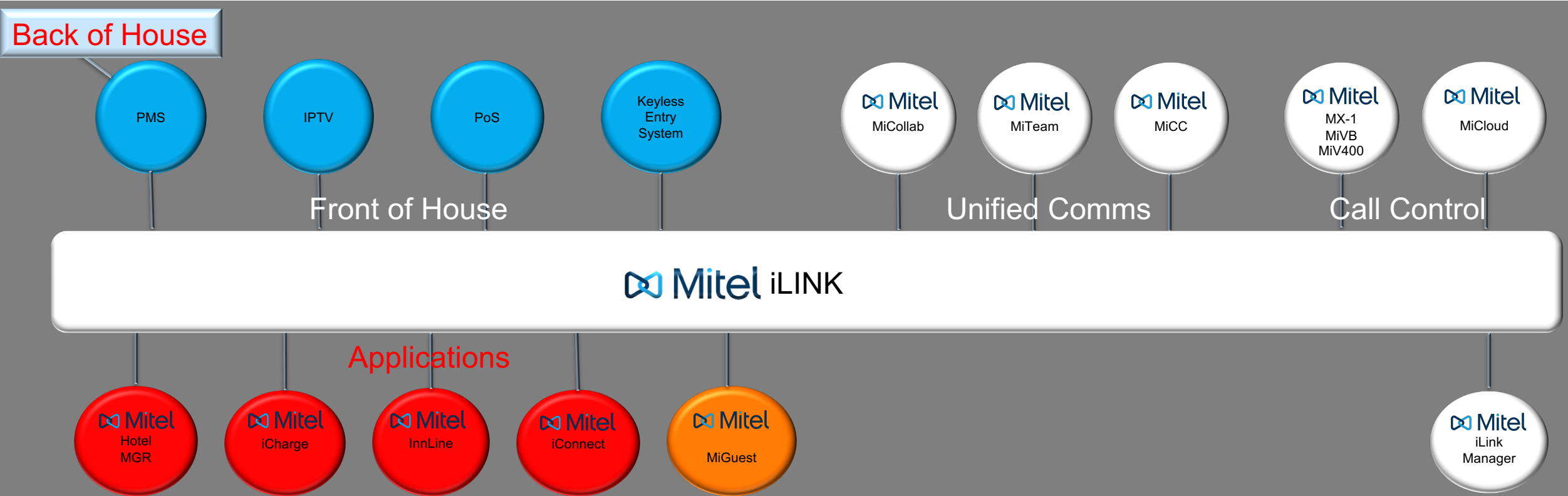
Mitel Connected Guests – Total Solution



Mitel Connected Guests – Total Solution



Mitel Connected Guests – Total Solution



MiGuest

MiGuest Station Overview

Specifically designed for the hospitality vertical with typical deployments of between 100 – 1500 Rooms / Cabins (but not limited to).

Integrated to the Mitel Connected Guests suite of applications and the MiVB Call Manager.

Support for up to 6 Attendant Stations:
Mitel's 6940 Touch Screen Phone (+ PKM)

On-premise MiVoice Business offering

Display content is based on Connected Guests database,
not the MiVB.

Ad-hoc reports from the set and detailed reports from browser.



Satisfaction & Loyalty



MiGuest Station Overview

- Specifically designed for customer service environments [Hotels & Cruise, Healthcare, Residential Care etc]
- Integrated to the Mitel Connected Guests suite of applications and the MiVB Call Manager.
- Support for up to 6 Attendant Stations: Mitel's 6940 SIP Touch Screen Phone (+ PKM)
- On-premise MiVoice Business offering – initial release



Key Features of the MiGuest Station

- MiGuest brings useful PMS and additional integrated data to the Guest facing answer points
- Screen Pops for Guest Calls with detailed Guest information displayed in real-time
- Easy & intuitive access to Wake Up calls for Add/Delete [while talking to the guest]
- Easy & intuitive access to DND / Call Restriction settings [while talking to the guest]
- Instant “Emergency Call Notifications” to designated stations
- Missed wake-up call notifications to designated stations
- Reporting package for Calls, Station Activity, Alarms
- Supported languages: English, French, and Spanish
- Integration with HotSOS Ticketing



MiGuest Station User Experience

- Easy to use with Mitel's 6940 Touch-Screen telephone

11:01 - July 5, 2018 - Room 201

Mr. Ramos Vitas

Wake Up

January 30 - 11:45
February 28 - 22:05
June 28 - 07:30

In: July 24
Out: December 31

Tickets

Ice
Get Coffee
Transport
Dry Cleaning

Services

DND On
Unrestricted

Close Reports Drop



©201

13:35 - October 24, 2017 - Room 105

Scheduled Wake Up Calls

| | |
|----------------------------------|---|
| Tuesday - October 24 - 7:30 AM | ✗ |
| Wednesday - October 25 - 9:45 AM | ✗ |

Back Clear all Add

15:03 - July 6, 2018 - Room 201

Open Tickets

| | |
|--|----|
| #209 -- 13 min(s) -- GUEST_SERVICE -- Ice | Do |
| #208 -- 19 min(s) -- GUEST_SERVICE -- Get Coffee | Do |
| #210 -- 6 min(s) -- GUEST_SERVICE -- Towels | |

Back

13:43 - October 24, 2017 - Room 105

Set Wake Up Call

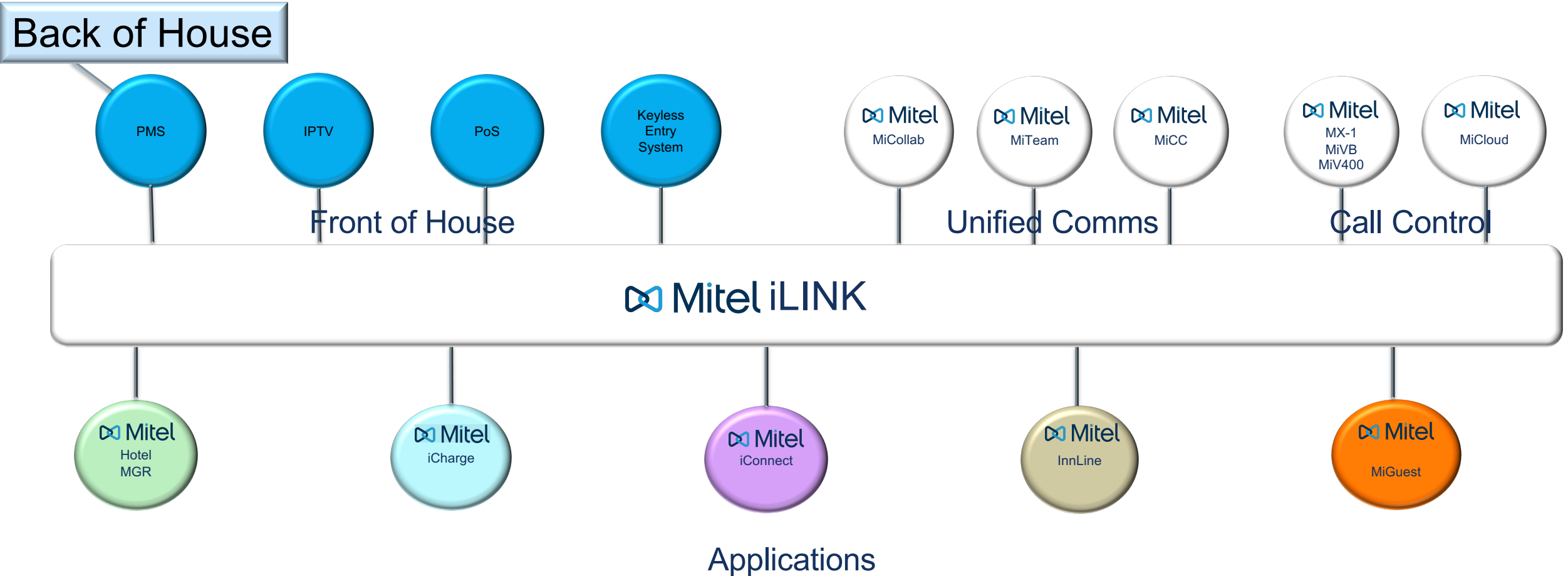
Wake Up Time (12hr) 7:30:00 AM

Date (MM/DD/YYYY) 10/25/2017

2nd Wake-up (> 15 mins)

Back AM/PM Reset Previous Next Save

Integration with Service Bus Architecture



MiGuest Station Reporting

• Reports

13:46 - October 24, 2017

Client Suite

- Room Search >
- Pending Wake-up(s) >
- Missed Wake-up(s) >
- Emergency Call(s) >

Close

13:45 - October 24, 2017 - Room 105

Wake-up History

October 23 - 11:47 AM:
Action: Failed
Description: Wakeup Failed
Wakeup Date/Time: October 22 - 8:00 AM
Source: Unknown

October 23 - 4:44 PM:
Action: Set
Description: Wakeup Set.
Wakeup Date/Time: October 24 - 7:30 AM
Source: Unknown

October 24 - 11:26 AM:
Action: Set

Back

14:01 - October 24, 2017

Pending Wake-ups List

Room 104:
Mr. Craig French
September 5 - 10:00 AM
October 17 - 7:30 AM

Room 105:
Mr. Iman Eshraghi
October 24 - 7:30 AM
October 25 - 9:45 AM

Room 106:
Mr. Ian Murchison
August 25 - 8:45 AM
September 19 - 7:30 AM

Back

13:48 - October 24, 2017

Missed Wake-ups List

October 22 - 8:00 AM:
Room: 105 - (Ext. 105)
Acknowledged by: 8702
Acknowledged at: October 23 - 11:47 AM

Room: 106 - (Ext. 106)
Acknowledged by: 8702
Acknowledged at: October 23 - 11:48 AM

October 21 - 10:00 AM:
Room: 218 - (Ext. 4018)
Acknowledged by: 8702
Acknowledged at: October 19 - 2:50 PM

Back

13:49 - October 24, 2017

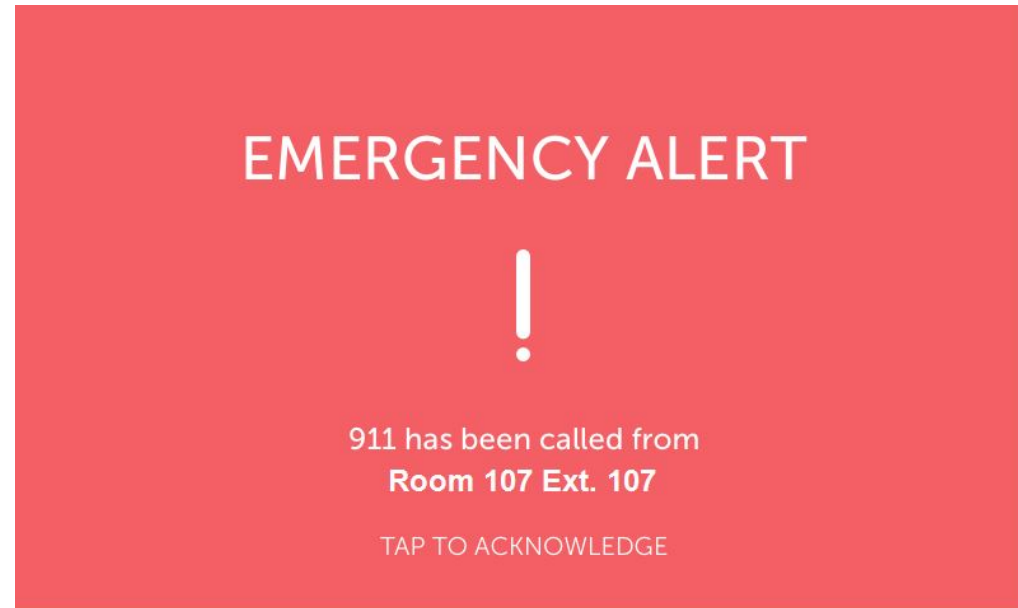
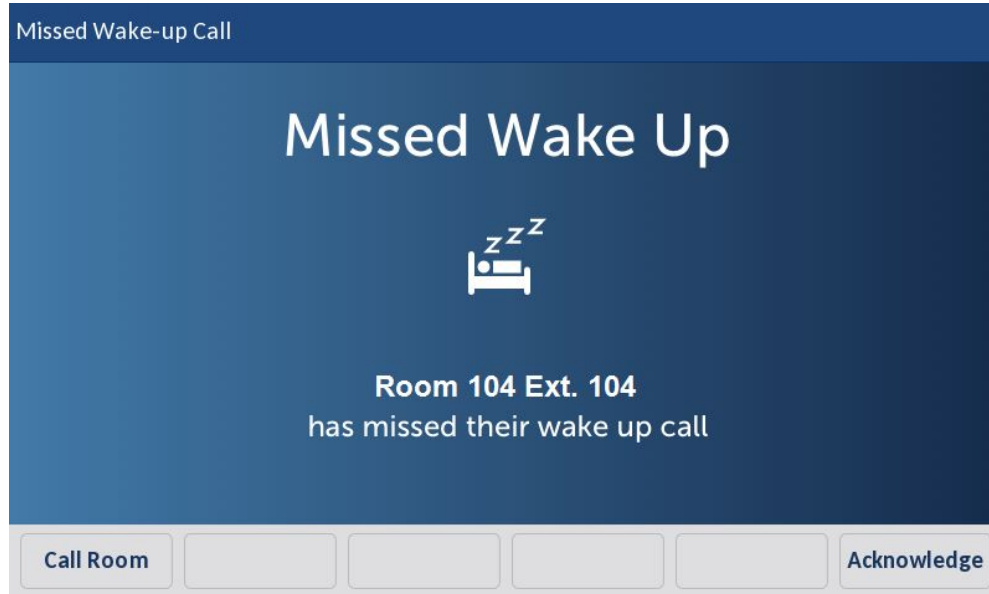
Emergency Call List

October 24 - 10:40 AM:
Room: 107 - (Ext. 107)
Acknowledged by: 8704
Acknowledged at: October 24 - 10:40 AM

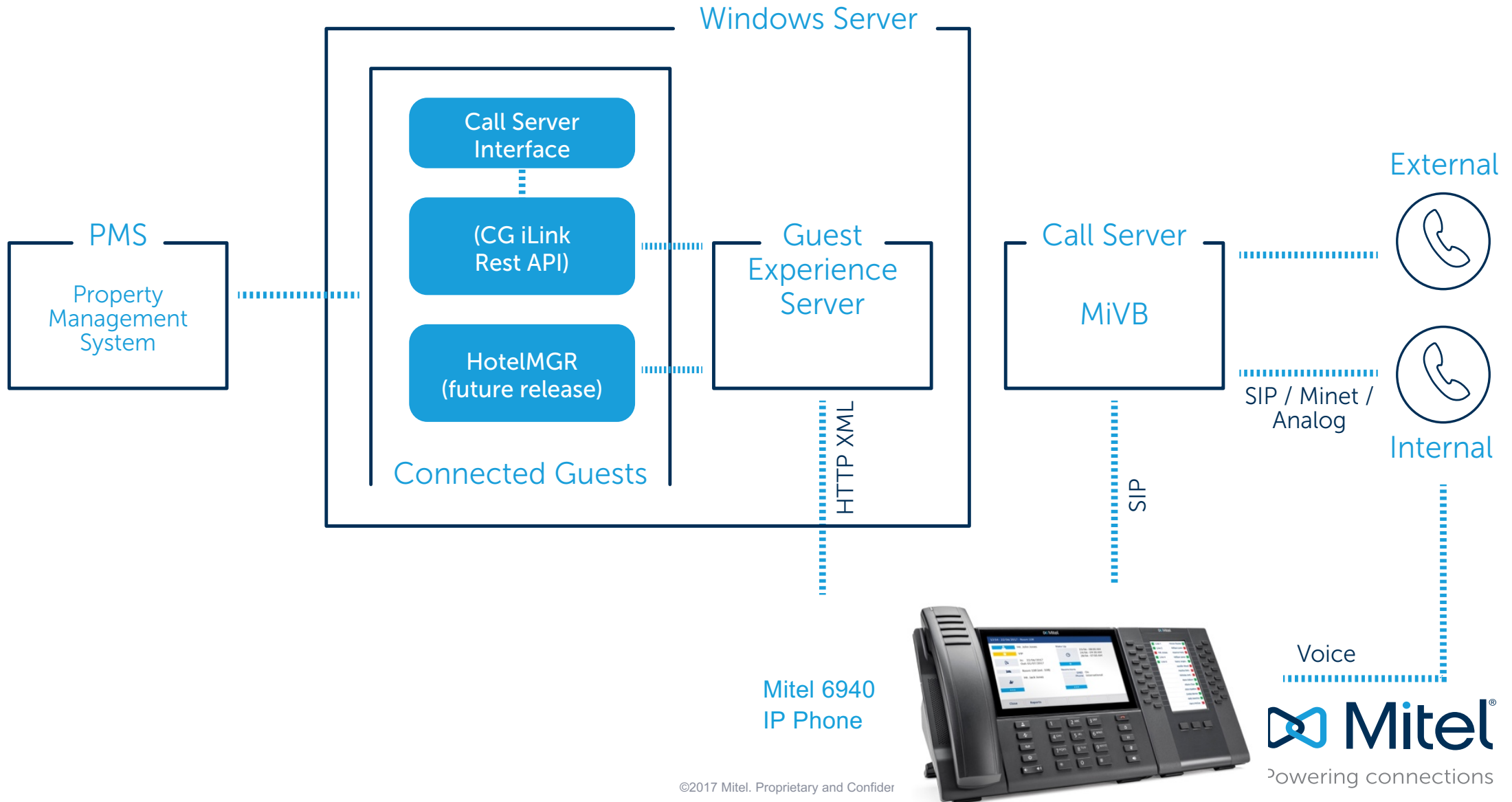
Back

MiGuest Station User Experience

- Instant Alerts



Station Architecture

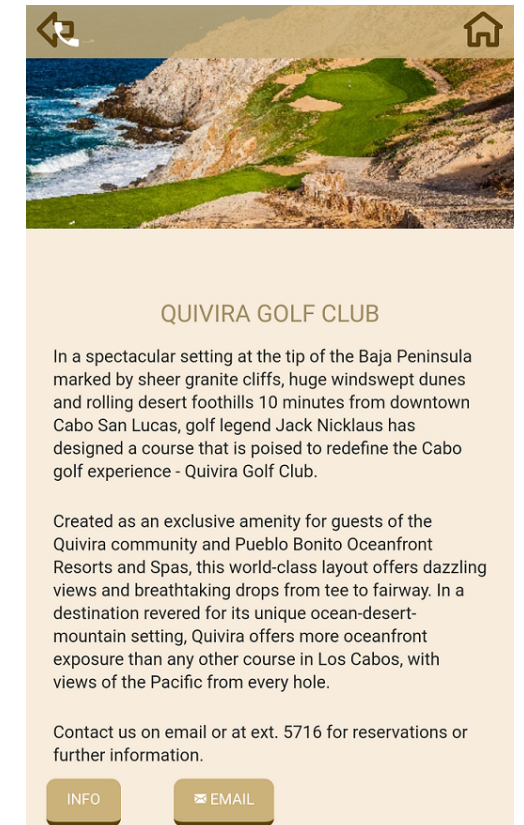
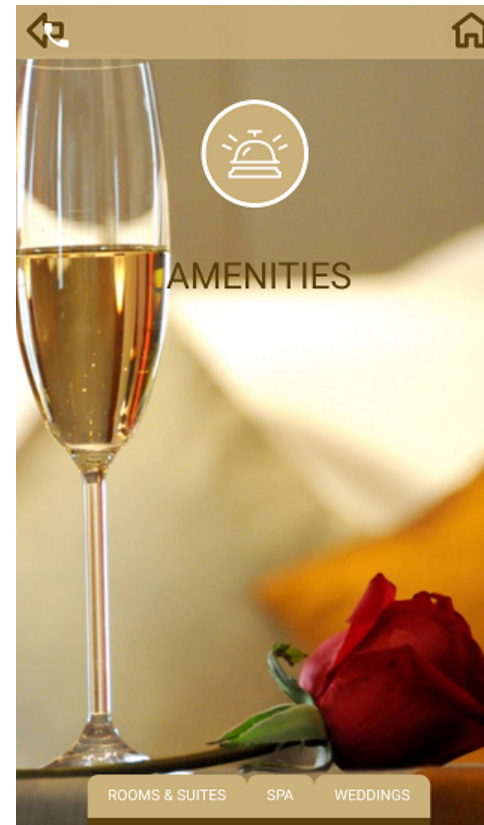
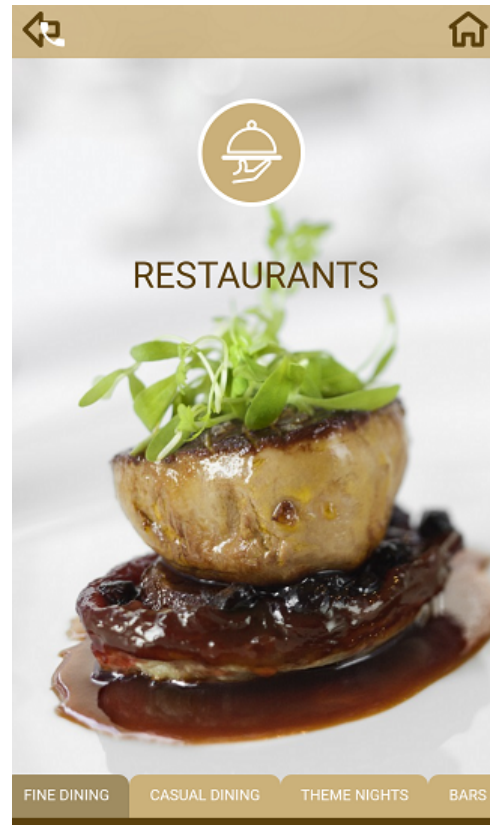
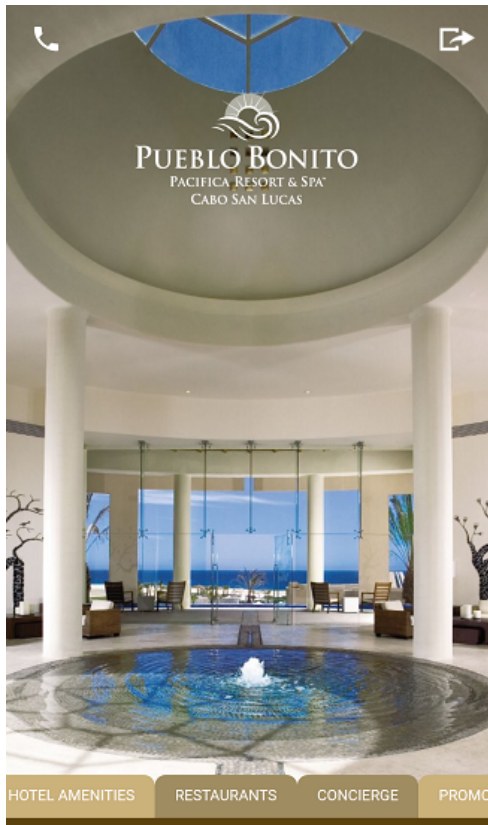


MiGuest Incoming Call Functional Overview

- MiGuest Station receives an incoming call
 - Station notifies MiGuest application of incoming call using action URL
 - MiGuest application queries Connected Guests iLink interface to determine if incoming call is a guest call
 - If a guest is calling then MiGuest application pushes guest information to stations display
 - Otherwise standard call information is pushed to the stations display
- All call processing information used by MiGuest application is generated by the station (6940 telephone)

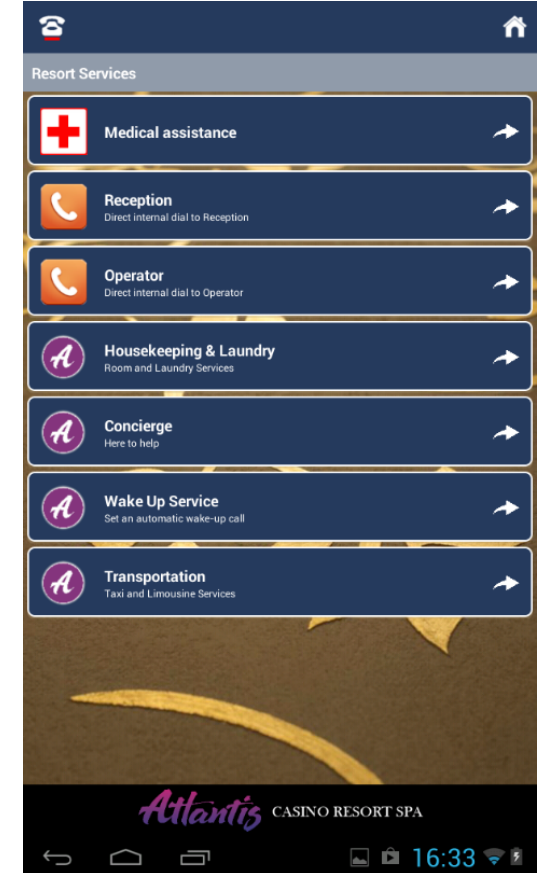
IPGS - Guest Mobile App Development

- Turn-Key Mobile App Development for Hospitality Clients
- Designed in concert with Hotel's Brand, Marketing, and Technology specific requirements and desires



iConnect – Guest Mobile Phone Integration

- Guest can call hotel service using their own device (IOS & Android) over Wi-Fi
- Guests can call each other free of charge.
- Instant message broadcast
- Guest call make and receive call via the hotel's PBX – hotel offer call bundles to capture revenue.



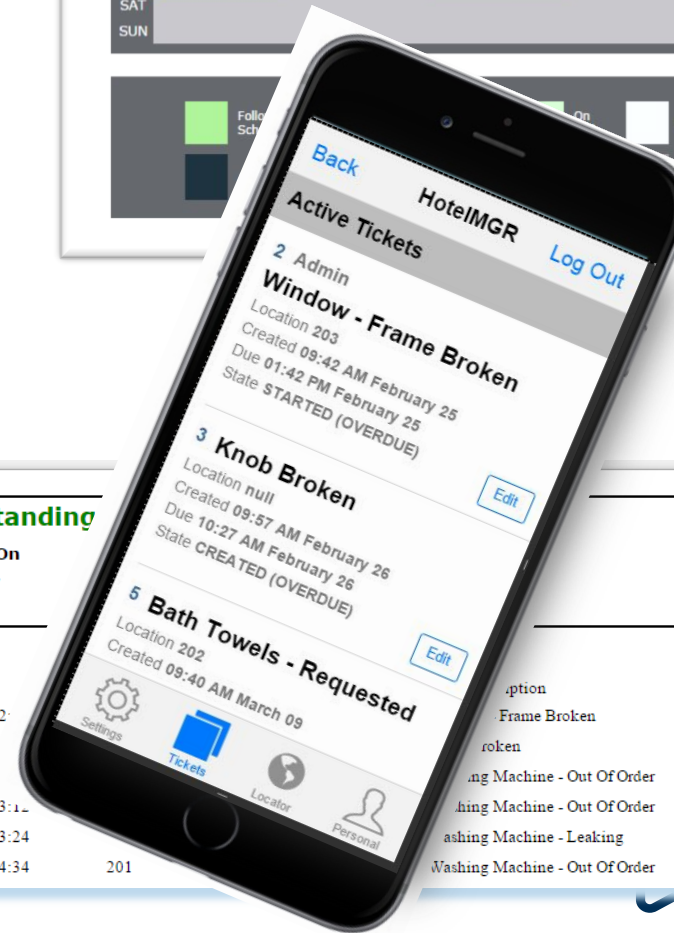
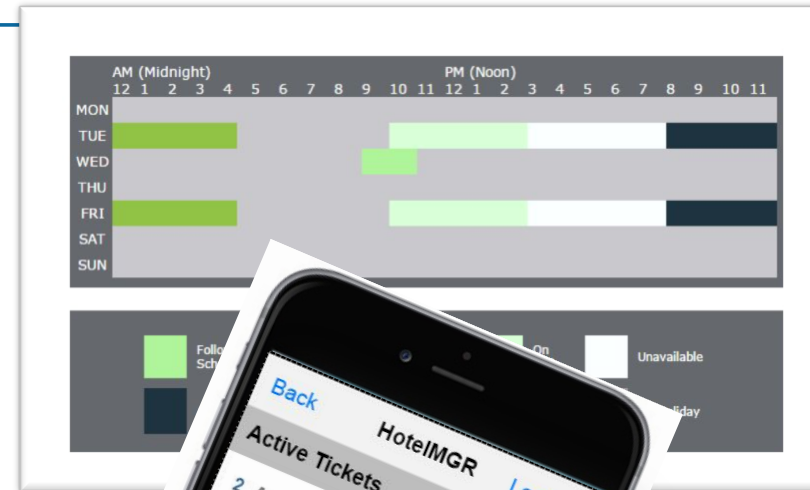
HotelMGR – Workforce Management

A workflow management tool to manage:

- guest requests,
- maintenance,
- preventative maintenance.

HotelMGR Selected Site: Athens Log Out

| Active Work Tickets | | | | | | | | | |
|---------------------|----------------|----------|-----|----------------------|-----------|---|----------|-------------|--|
| Id | Due At | Priority | VIP | Status | Recipient | Issue | Location | | |
| 2 | 13:42 25/02 | 2 | No | STARTED (OVERDUE) | Admin | Window - Frame Broken | 203 | Edit Ticket | |
| 3 | 10:27 26/02 | 3 | No | CREATED (OVERDUE) | | Knob Broken | | Edit Ticket | |
| 5 | 09:50 09/03 | 2 | No | CREATED (OVERDUE) | | Bath Towels - Requested | 202 | Edit Ticket | |
| 6 | 18:04 28/05 | 1 | No | CREATED (OVERDUE) | | Bath Gel/Soap - Replace Bath Gel/Soap - Staff Request | 201 | Edit Ticket | |
| 7 | 10:31 29/05 | 1 | No | CREATED (OVERDUE) | | Bath Gel/Soap - Replace Bath Gel/Soap - Staff Request | 201 | Edit Ticket | |
| | 18:42 | | | CREATED | | Washing Machine - | 201 | Edit Ticket | |



All Outstanding
Report Run On
Reported By

By Date

| Date Reported | Location |
|---------------------|----------|
| 25/02/2015 09:42 | 203 |
| 26/02/2015 09:5 | |
| 12/06/2015 18 | |
| 12/06/2015 18:23:1 | |
| 16/06/2015 09:33:24 | |
| 16/06/2015 09:34:34 | 201 |

HotelMGR – Ticket Creation

- Staff enter maintenance and guest requests through an easy-to-use web-interface, smart phone application, or phone keypad.
- Once a request is entered, HotelMGR goes to work and automatically dispatches the appropriate personnel.

Back HotelMGR Log Out

Guest Service Request

TICKET DETAILS

Location 201

Requested by Guest

Issue Bottled Water - ...

Next >

Settings Tickets Locator Personal

Step 1

Back HotelMGR Log Out

Guest Service Request

TICKET DETAILS

Priority 1

Resolution Time 10

Trade Guest Service A...

Next >

Settings Tickets Locator Personal

Step 2

Back HotelMGR Log Out

Guest Service Request

TICKET DETAILS

Guest Call Back

VIP Guest

Guest Name

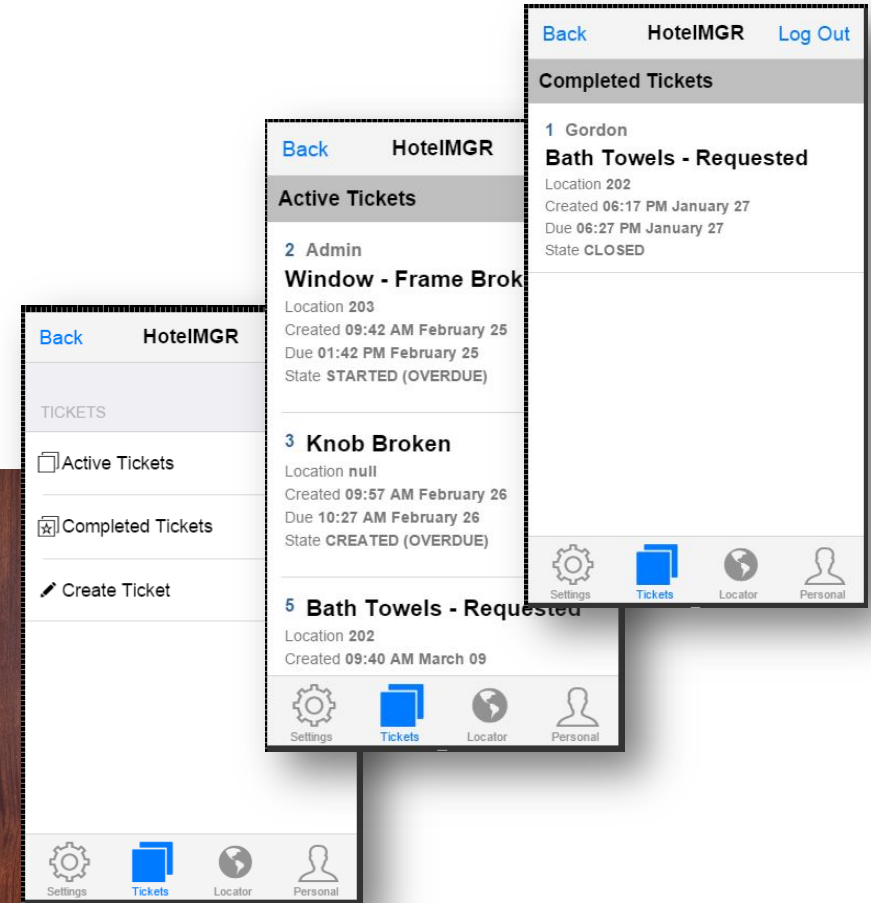
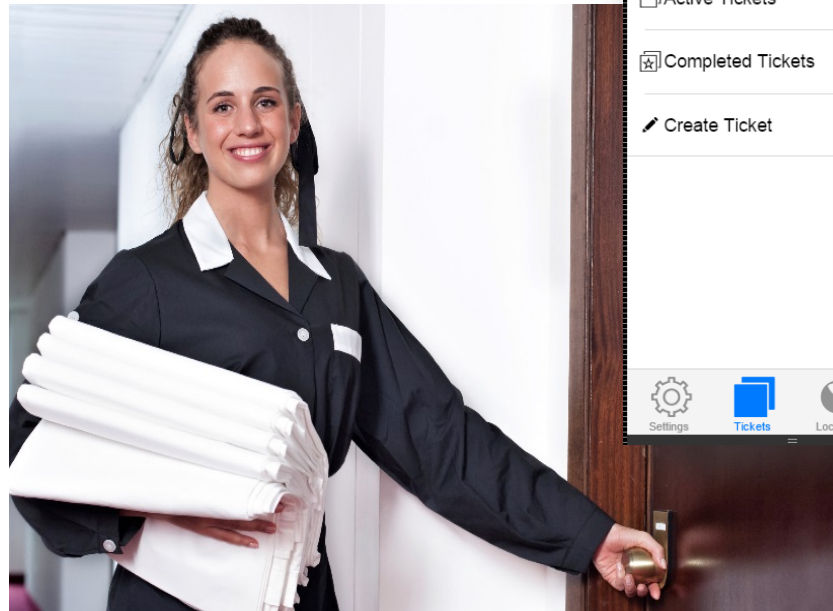
Create

Settings Tickets Locator Personal

Step 3

HotelMGR – Ticket Distribution

- Distribution to email, telephone, SMS
Smart phone via push notification
- System automatically dispatches issues based on these predetermined criteria
- Skill based dispatching
- Availability based dispatching



HotelMGR – Reporting

- Active Tickets
- Completed Tickets
- Escalations
- Staff productivity
- Response Times / SLA
- Individual User login
- Staff schedules
- Maintenance Diary

The screenshot displays the HotelMGR web application interface. At the top, the logo 'HotelMGR' is on the left, 'Selected Site: Athens' is in the center, and a gear icon with 'Log Out' is on the right. A vertical navigation menu on the left contains the following items: Home, Administration (dropdown), Tickets (dropdown), Active Tickets (highlighted), Completed Tickets, Create Ticket, Personal (dropdown), Reporting (dropdown), and Locator. The main content area is titled 'Active Work Tickets' and contains a table with the following data:

| Id | Due At | Priority | VIP | Status | Recipient | Issue | Location | |
|----|----------------|----------|-----|----------------------|-----------|---|----------|-------------|
| 2 | 13:42 25/02 | 2 | No | STARTED (OVERDUE) | Admin | Window - Frame Broken | 203 | Edit Ticket |
| 3 | 10:27 26/02 | 3 | No | CREATED (OVERDUE) | | Knob Broken | | Edit Ticket |
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| 7 | 10:31 29/05 | 1 | No | CREATED (OVERDUE) | | Bath Gel/Soap - Replace Bath Gel/Soap - Staff Request | 201 | Edit Ticket |
| 8 | 18:42 | 1 | No | CREATED | | Washing Machine - | 201 | Edit Ticket |

InnLine Multi-lingual Voice Mail & Wake Up

- Separate **guest and staff** mailbox features
- Customizable, Multi-Level, Auto Attendants
- **Multi-Lingual** – up to 8 Languages activated at any time; PMS selects at check-in
- **Wake-up calls** are guest or staff programmable and handled automatically, access to deleted messages, voice mail holding box at checkout
- Customizable **check in/welcome message; comfort message; check out message**
- **Guest group messaging**
- Advanced reporting



Training

- Sales & Technical training available on Mitel LMS
 - For Mitel MiGuest training courses:
 - Enter “MiGuest Station R1.0” and this will bring up the 2 Mitel training courses.
 - For iCharge and InnLine training courses:
 - Enter either “InnLine” or “iCharge” and this will bring up the relevant course.
- “Shadow Engineer” for first installation
- Partner companies to retain Services revenue and provide 1st & 2nd line Support
- Mitel to provide 3rd & 4th line Support

Summary

- iLink - open, scalable Service Bus Platform
- iCharge – call accounting
- InnLine – guest voicemail, mini-bar & wake-up call reporting
- HotelMGR – workforce management and ticketing
- iConnect – BYOD for guest plus SIP extension
- MiGuest – voice & data integration plus alarm notification



Thank You

Q&A?

