

Hospitality specialistPARTNER Program



Protecting Your Communications Investment with Hospitality Expertise

In the hospitality business, seamless unified communications service – at reception, in rooms, and throughout the facility – is a critical part of your guests' experience. You want to know that your telecommunications provider can add value to your investment by providing an ideal solution that meets the unique requirements of your facility, your guests, and your franchise.

Choosing a Mitel® premierPARTNER that has obtained the Hospitality specialistPARTNER designation is the most important step you can make in obtaining a state-of-the-art communications solution. With a Hospitality specialistPARTNER you get a hospitality-focused premierPARTNER with both the experience and expertise needed to solve your unique communications needs. Hospitality specialistPARTNERS not only follow Mitel's rigorous requirements, but also those of your franchiser.

Exactly what should you expect from a Hospitality specialistPARTNER and what does it mean to you and your guests? This information sheet outlines the Hospitality specialistPARTNER designation and the key benefits to you.

When you choose a Hospitality specialistPARTNER, you get:

- **Experience** – each has sold and installed at least 12 Mitel systems annually
- **Expertise** – always IP certified
- **Value** – Mitel's top premierPARTNER with insight into the special communications needs of, and solutions for, the hospitality market
- **Credibility** – has attained the rigorous requirements of the Hospitality specialistPARTNER Program
- **Commitment** – sells only new, warranty-backed products and installations that meet the industry and franchise standards of the hospitality market



it's about **YOU**

Hospitality specialistPARTNER Program Criteria

Every Hospitality specialistPARTNER has been selected from Mitel's premierPARTNERs nationwide and has met Mitel's stringent program requirements that were designed to ensure that you receive a true hospitality communications solution. Each Hospitality specialistPARTNER employs Mitel-certified technicians, adheres to stringent customer service requirements, has technical expertise, and regularly attends training courses for re-certification on new product developments and software upgrades.

In addition to these criteria, a Hospitality specialistPARTNER meets the following five requirements:

1. Experience Criteria

Each Hospitality specialistPARTNER has sold and installed a minimum of 12 Mitel systems annually to hospitality providers. With the Hospitality specialistPARTNER Program you can be sure you've found, and will benefit from, a Mitel premierPARTNER with substantial phone system experience and business acumen specific to your industry.

2. Expertise Criteria

Our Hospitality specialistPARTNERs are always IP certified. You can safely hire one of our Hospitality specialistPARTNERs knowing that you'll find they have the skills needed to deploy the best solution for your needs. You'll have the advantage of capable technicians, reduced likelihood of problems, and rapid resolution of any issues that may arise.

3. Viability Criteria

Our Hospitality specialistPARTNERs have each sold a minimum of U.S. \$750,000 in annual PBX product purchases and have demonstrated a solid commitment to the Mitel product line. A Hospitality specialistPARTNER will be there to meet your needs long after the solution is installed.

4. New Product Criteria

Each of our Hospitality specialistPARTNERs quotes on and installs new products only, so you can rest assured that the solution you get is manufacturer-backed by a full warranty.

5. Standards Criteria

Each Hospitality specialistPARTNER adheres to standards established between Mitel and your franchiser. This speeds your selection process, eliminates approval hassles, and gives you confidence that your choice of solution is the right one. In fact, Mitel Hospitality specialistPARTNERs have even helped some hotel companies develop franchise requirements.

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