



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>
	Revenue generation	<p>Integrated IP WiFi application</p> <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> <p>Integrated Recorded Announcement Device (RAD)</p> <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



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