SMART Hospitality

from the Hospitality sector's supplier of choice

NEC Solutions for Small to Mid-sized Hotels

www.nec-smarthospitality.com

Making the Difference

Addressing the 5 Key Challenges of Hotels

① Faster check-in, check-out and Easy billing

Simpler room management is a reality with PMS Lite.

> An automated final bill means guests aren't kept waiting
> End of day audit for effortless payment tracking
> Room occupancy and availability report for fast overview

② A faster response enabled

NEC telephone systems enable calls to be directed by using Flexible Routing. This reduces the need to have the reception desk permanently occupied.

> Calls answered more quickly from anywhere
> Prevent losing business to competitors
> Even a small team can maintain high service levels

③ Sharper service made easy

With the Information Message feature, your callers will receive an automated greeting even if your front-of-house staff are unable to answer the phone. Announcements can also be used for callers on hold.

> More attentive service at busy times
> Customers reassured while on hold

④ A secure and convenient way to work

An NEC door phone can be activated by handsets, so staff maintain control when away from the reception desk.

> A great way to maintain control of the premises
> Safe and secure way to let guests or staff in

⑤ Optimized cost and staff efficiency

A range of great mobility options can help your team provide great service from anywhere in the hotel.
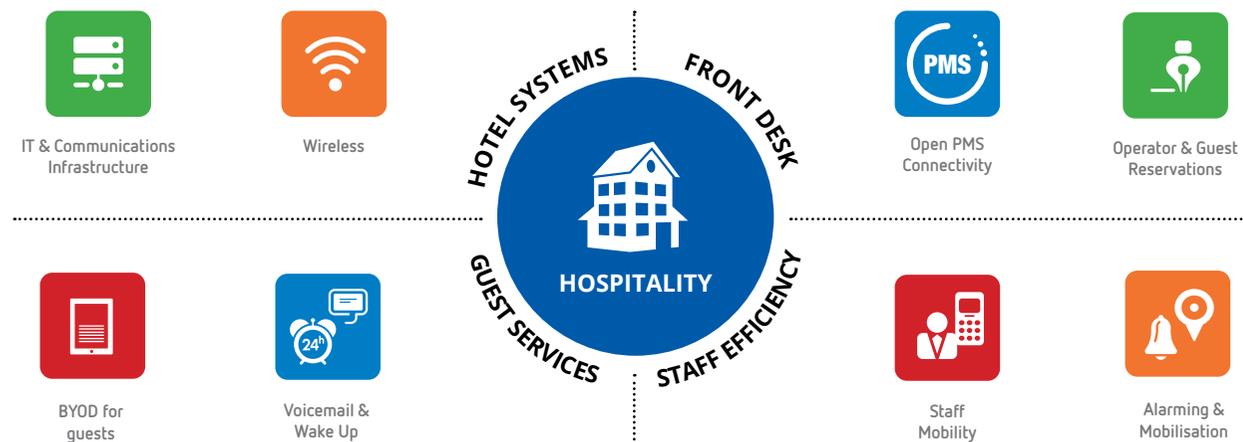
> Wireless DECT for staff who are always on the move around the building
> Easy to use wireless voice drastically reduces monthly cellular costs
> Messaging increases staff efficiency as well as a cost effective alternative to paging systems

Solutions for hotels **of all sizes**

The Hospitality Solutions presented here are based on NEC's Global Smart Hospitality Solutions Framework and tuned to the specific needs of small and mid-sized hotels. Thus also local hotels can benefit from the knowledge and experience available on a global level to drive operational efficiency and deliver the right service level to their guests.

IT & Communications Infrastructure

Wireless

BYOD for guests

Voicemail & Wake Up

HOTEL SYSTEMS — FRONT DESK — GUEST SERVICES — STAFF EFFICIENCY

HOSPITALITY

Open PMS Connectivity

Operator & Guest Reservations

Staff Mobility

Alarming & Mobilisation

Looking for a system that:
> is easy to install and maintain?
> is robust and reliable, with a long lifecycle for your hotel!
> provides you with low TCO and full functionality?
> gives you all the room to expand?

NEC's communications servers and appliances bring together hotel applications and voice & data communications to provide easy-to-use, rich functionality to staff and guests.

Together with our solution partners we provide a wide range of telephones for the hospitality sector, with functions such as room status, VIP registration and message waiting.

Communications Servers
for Small and Mid-sized hotels

For Small and Medium sized hotels we distinguish **3 main categories**

Hoteliers who don't need PMS connectivity but perform check-in/check-out via the PBX reception terminal and are happy with standard guest billing possibilities. This is applied by many family hotels with a size of 20-40 rooms. For these hotels, our SL2100 telephony system is an optimal solution. Its Call Accounting interface can provide call details to an external billing application.

Hoteliers who require connectivity to a 3rd party PMS system like Fidelio, Amadeus, Protel, Brilliant, with full Voicemail integration. For these hotels our UNIVERGE SV9100 communication server is a state-of-the art system that can be equipped with a PMS interface. This can provide voicemail, wake up calls, multiple check-ins and check-outs for a truly integrated solution.

Hoteliers who require a PC-based front of house system. Without needing a full featured PMS, they do require billing and reservation capabilities and for these NEC developed the PMS Lite application, which is a simple to use, fully integrated hotel management software package that can be deployed as multi-client solution for hotels up to 150 rooms.

Completely integrated with the UNIVERGE SV9100, the NEC PMS Lite solution brings a new dimension to smaller hotels using a single application to automate many of the manual processes.

"NEC's close co-operation with chains including Hilton, Starwood, Mandarin Oriental, Marriott and Peninsula has resulted in a future-proof set of solutions that address the needs of any size hotel."

# 7 NEC technologies to achieve Smart Hospitality

Reliable IT with server, storage and virtualization solutions

Our IT servers and storage solutions provide efficient and reliable services, 24/7 and all year round, characterized by: Outstanding Performance, Extreme Power Efficiency, Simplified Serviceability, High Quality, Reliability and Excellent Value. Desktop Virtualization gives hotel staff quick, secure access to files and data, anywhere, anytime, generating cost & time savings for a better focus on guest service.

Guest Voicemail and Wake up

Our Unified Messaging / Voicemail solution is a fully-featured in-skin messaging system fully integrated in the communication server. For Voicemail our UM8000 voicemail board is an attractive solution needing only one interface to the PMS.
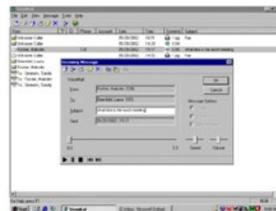
Stylish guestroom phones

Form and function come together in our wide choice of phones. Together with solution partner CETIS, we provide a full range of phones, corded and cordless, analogue and VoIP, table-top and wall-mounted phones under the Teledex and Telematrix brand.

State-of-the art Operator and Guest Reservation solutions

With its combination of intuitive icons, name directory and messaging facilities, NEC's Operator and Customer Contact solutions such as Business ConneCT and MyCalls offer professional operator functionality to any hotel. Queues show at a glance where a call is coming from: external, internal or rerouted and allow operators to easily spot specific callers (e.g. VIPs) and treat them in a special way. Integration with middleware to connect to a hotel's PMS, provides extensive guest information.

Wireless solutions – The benefits are obvious

NEC offers a choice of wireless technologies for the Hospitality market.
> IP DECT – for on-site wireless voice, data and messaging. Applications such as messaging, corporate directory and presence are easily integrated.
> Managed internet access via a WiFi management gateway keeps guests connected.

Increasing Staff Mobility

When staff are easily contacted and directed to prioritized activities, the hotel's organization becomes much more efficient. NEC's mobile solutions make staff reachable at all times via a single personal number, no matter where they are. These solutions can also give them access to information and applications while they are on the move.

Improving guest safety with Alarming & Mobilisation

The number of IT applications increases every year and their integration with communications capabilities greatly optimizes business processes. MobiBox integrates communications with your business process, information and security system and connects with external applications such as paging, fire alarm, building management and workflow systems. Notifications can be delivered via of a staff member by a text or voice message or a notification by email, SMS, SNMP and relay contacts (e.g. sirene).

Empowering Smart Hospitality

NEC Corporation is global leader in the integration of IT, Network Technologies and Communications solutions, bringing more than 100 years of expertise in technological innovation to empower people, businesses and society. Serving customers through a network of sales organisations and business partners, NEC combines global expertise with local presence.

The company's comprehensive solution portfolio as well as its dedication and in-depth experience has made NEC the supplier of choice to the Hospitality industry. Known for unsurpassed technical support and logistics, NEC is a reliable and financially robust partner:

'Here to Stay', to put it in hospitality terms!

NEC Enterprise Solutions provides IT & Communication solutions to small, medium and large enterprises in both the private and public sectors. Designed for open connectivity, high availability and flexible growth, our innovative solutions incorporate the latest voice, data and video technologies and enable real-time, collaborative working, increased productivity and customer satisfaction. Our servers, storage solutions, software and virtualised workstations enable businesses to maximise operational efficiency, performance and profitability. NEC Enterprise Solutions serves its customers across EMEA (Europe, Middle East & Africa) through a network of direct sales organizations, business partners and value-added resellers. For more information, please visit: http://www.nec-enterprise.com.

For further information please contact NEC EMEA or: