



Hospitality solution for small and medium businesses

Small and medium-sized hotels, campings and holiday resorts are facing numerous challenges nowadays. Receptionists have to manage multiple tasks simultaneously: handle reservations, check-in arrivals, provide information to all guests, while staying friendly, patient and flexible. To improve staff productivity, the communication system must be closely integrated with hotel operations. In addition, this type of hotel must also control costs, while maintaining a high-quality guest experience.

Today, traditional small and medium-sized hotels also face the new "collaborative" welcome, requested by the highly connected customers, and need to answer this requirement to build loyalty.

SOLUTION

The Alcatel-Lucent Enterprise Hospitality solution helps small businesses propose a full communication service to their guests, support employee mobility, develop efficient tools for each job, and simplify services and costs management.

Converged and complete, natively inter-working with leading Property Management Systems, it will enable hospitality players to meet different challenges and differentiate on a very competitive market.

Thanks to a constant capacity for innovation, an extended network of Partners and numerous references in the sector, we are the ideal partner to help you in this transformation.

CUSTOMER BENEFITS

- + Meet guests requirements for mobility and connectivity, and improve the guest experience
- + Improve staff productivity via an end-to-end solution, integrated with traditional hotel operations
- + Maximize services quality with adapted features for front desk, back office and customer service
- + Enhance mobile staff reactivity via BYOD and mobile apps
- + Control costs via a complete solution and simple management tools

FEATURES

ENHANCED GUEST EXPERIENCE

EFFICIENT FRONT DESK

- + Advanced guest greeting via embedded automated attendant
- + Quick check-in during peak periods
- + Personalized welcome (name, guest language : up to 4 languages)
- + Auto allocation of voicemail at check-in
- + Pre-check-out and prepayment, bill preparation and payment at front desk

FULL TELEPHONY SERVICES

- + Wake up service via room phone or welcome desk
- + Direct room number, without passing by front desk
- + Short keys for hotel services
- + Do-not-disturb activation from front desk or guestroom phone
- + Calls prepayment enabling guests an easy management of their communication costs
- + Full range of hospitality phones

IMPROVED MOBILITY

- + Wide-range, powerful indoor and outdoor Wi-Fi® coverage
- + Easy access guest portal

EMPLOYEE EFFICIENCY AND PRODUCTIVITY

EFFICIENT FRONT DESK

- + Efficient treatment of arrivals, departures, and wake-up alarms via the welcome desk console or across PMS integration
- + Ease of communication with direct guest call by name or by room
- + Instant visibility of guest profiles (name, room number, language)
- + Wake up call acknowledgement printing or alert in case of no confirmation

RAPID BACK OFFICE

- + Guest telephony billing and bill printing
- + Costs control: display and costs calculation, billing option, long-distance calls blocking or control
- + Full range of phones sets (Welcome desk console, fixed terminals, DECTs and softphones)

EMPLOYEE MOBILITY

- + Wi-Fi terminals and/or DECT
- + Softphones for mobile employees devices, for different platforms

COSTS CONTROL AND OPTIMIZATION

ZERO TOUCH CONFIGURATION

- + Easy to install and configure thanks to a fully integrated voice and data solution
- + Complete solution, requiring no additional cost: free reception service, integrated voicemail

OPENNESS TO INTEGRATIONS

- + Native PMS integration – with Micros-Fidelio OPERA, Aurenz AlwinPro, GT2F GTHOSP, Imagine Soft Meteor, Tiger TMS TigerHotel – via embedded Hospitality protocol

SIMPLIFIED AND SECURE MANAGEMENT

- + Simplified management: unified access via Alcatel-Lucent OmniVista® 2500
- + Visibility of the whole infrastructure
- + Full LAN and WLAN alarms visibility
- + Compatibility with all Alcatel-Lucent OmniPCX® Office RCE releases and automatic hotel data migration

LIMITS

- + The OmniPCX Office RCE limit for hotel rooms has been increased from 120 to 200 guest rooms
- + The maximum of 196 analog lines limit remains unchanged

TO LEARN MORE

For more information about our hospitality solutions, please visit our website: <http://smb-enterprise.alcatel-lucent.com/en/solutions/hospitality/>



Premium DeskPhone and front desk console



Instant wireless access points for the rooms, interior and exterior access points for all hotel spaces



Mobile handset for employees



Mobile application for employee devices (Alcatel-Lucent IP Desktop Softphone)

Our company is a leading provider of enterprise communications solutions and services, from the office to the cloud, marketed under the Alcatel-Lucent Enterprise brand. Building on our established heritage of innovation and entrepreneurial spirit, we operate globally with 2700+ employees in 100+ countries worldwide, with headquarters near Paris, France.

With communications, networking and cloud solutions for business of all sizes, our team of technology experts, service professionals, and 2900+ partners serves more than 830,000 customers worldwide, tailoring and adapting our solutions and services to local requirements. This provides tangible business outcomes through personalized connected experiences for customers and end users.

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