

# iConnect

Guest Smart Device Application with Telephony Integration



Superior communication is at the heart of every successful hotel.

## MITEL CONNECTED GUESTS

The class leading Hospitality Applications Suite is transforming hotel operations and guest experience. Connected Guests customers enjoy freedom of deployment, extending to cloud and protecting investment in technology. Our focus on 'Mobile First' is set to change the way hotels across the globe do business.

Today's hotels aren't just selling rooms, they are selling experiences. And with increased competition it's become even more important for hoteliers to differentiate themselves by providing exceptional guest experiences. One key differentiator is to offer a way for guests to use their preferred method of communication - their mobile phone. iConnect enables hotel guests to use their own personal mobile devices to make and receive calls over the hotel's WiFi network. The guest's mobile device becomes an extension of the hotel's voice system to improve guest mobility, increase connectivity between the guest and hotel and provide revenue opportunities for hotels.

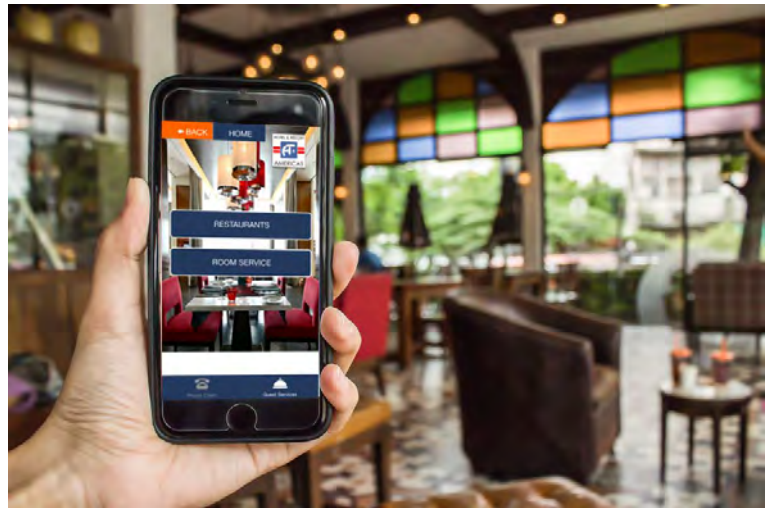
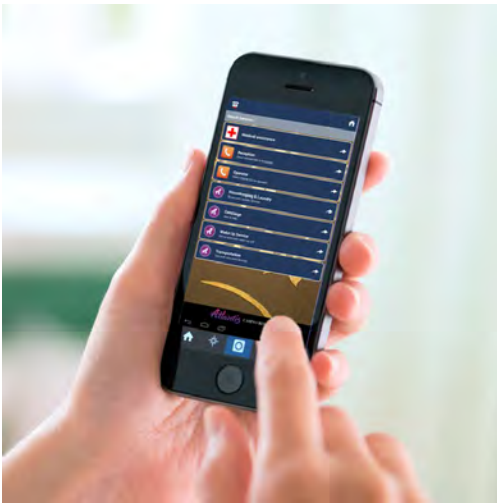


### **Increase connectivity between guest and hotel**

Connecting with guests during their stay is important and since guests are mobile, hotels need to think mobile. With iConnect, hotels can contact guests anywhere on the hotel property including the golf course, hotel restaurants, spa, pool and so forth. The guest's mobile becomes an extension of the hotel PBX, making it simple for the hotel to contact the guest. Guests can use their mobile device to request hotel services including wakeup requests, housekeeping, room service, and maintenance requests.

### **Telephone Revenue Opportunity**

Hoteliers are always looking for new ways to upsell to their guests. With iConnect, hotels can do this easily by offering call bundles to capture telephony revenue. Another option, which has become increasingly popular as mobile device usage continues to grow at a strong pace, is to upsell hotel services via proximity and location awareness. For example, when a guest is walking through the hotel, hoteliers can promote the spa or hotel restaurant by pushing special offers to the guest's mobile device.



## Overview

- Secure SIP telephone client
- Location aware
- Simple registration and authentication process
- Native XML content
- Embedded browser content
- Provide customized guest content
- Authentication via PMS interface
- Android support™
- iOS support™

## Connectivity

- Content available off line
- Embed external web page links
- SIP client only or combined option with guest content
- Up to three devices per room license
- SIP trunk connected to PBX
- SIP gateway appliance or virtual deployment
- Direct PBX integration available
- iCharge integrated
- InnLine integrated

## Administration

- Communicate with guests anywhere in the hotel across the WLAN
- Administration license with staff content Maid status
- Information broadcast via URL re-direction
- Upsell hotel services via proximity and location awareness

## Guest Features

- Incoming/Outgoing calls via PBX
- International travelers can avoid roaming charges both on incoming and outgoing calls
- Communicate between guests and staff over the WLAN
- Access to speed dial list
- Access to guest messaging and wakeup management
- Guest services delivered to a smartphone or tablet

## iConnect Value Proposition

Guest experience is enhanced through mobile communication. By enabling the guests' own device their mobile becomes an extension of the hotel telephone system. Hotel staff and guests are connected across a hotel or resort improving communications, service and mobility.

The iConnect client also enables hotels to present hotel services and simplify booking to increase revenue per available room. Staff mobility can also be supported through integration of Smartphones and tablets.

### Learn more

For forty years Mitel has helped hotels around the world improve their communications. From small hotels, to some of the world's most prestigious properties, hoteliers rely on Mitel communications for exceptional guest service, operational efficiency and deployment options. Mitel hospitality solutions are currently available in 100 countries and integrate with 85 property management systems and applications. For more information, contact your Mitel reseller or Account Manager, or visit [mitel.com/hospitality](http://mitel.com/hospitality).