

Monitor & Manage Service Levels & Resources



- Hotels
- Resorts
- Casinos
- Lodges

Task Appropriately
Inform Immediately
Serve Guests Efficiently

Integrate, Automate, Communicate Anywhere, On Time

IVR TELEPHONE/ CALL CENTER

STAFF INITIATED

EMAIL

DIGITAL RADIO

FIRE/ HVAC/ SECURITY

CELLULAR SMS PDA'S

ENTERPRISE SYSTEM INTEGRATION

PAGING

PMS & POS INITIATED

ESCALATIONS SCHEDULING REPORTING

WIRELESS TELEPHONY

CONFERENCE SERVICING

GUEST INITIATED

GUEST & EVENT NOTIFICATION

GAMING: SLOTS & TABLES INTEGRATION

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SOLUTION BENEFITS & APPLICATION LISTING	Basic	Entry-Level	Mid-Range	Advanced
Mobility Text Communication - Text offers tracable tasking of resource and reporting versus voice - Communicate Mission Critical messages & tasks with Mobile Workforce Immediately	☑	☑	☑	☑
Escalation Management of Events/ Actions/ Tasks/ Opportunities	☑	☑	☑	☑
Scheduling of Communication Routing		☑	☑	☑
Diversion and Copy of Text Mobility Communication to other recipients/ groups etc.				☑
Communicate with, Groups, Escalations, independent of mobile communication media		☑	☑	☑
Workforce Management (Hotel, Casino, Resort, Lodge Staff & Management) such as: Management (Esp: Escalation Notification) IT Support / Maintenance F&B Service Room Service Concierge & Porters Housekeeping & Cleaners Guest Service Attendants and Hosts Gardeners Maintenance & Back Office / Admin Security & Surveillance Slots & Tables Attendants Slots & Tables Technicians			☑	☑
Workforce Management (Static Assignment)			☑	☑
Workforce Management (Dynamic Assignment with Skills Routing)				☑
Automated Management Notification	☑	☑	☑	☑
Automated Staff Tasking	☑	☑	☑	☑
Automated Staff Notification	☑	☑	☑	☑
Guest/ Client Push-Button Initiated Response	☑	☑	☑	☑
Guest/ Client Initiated Staff Response Performance			☑	☑
Customisable PC Lan Client Service Initiated Task/ Call - Typically for Casino, Hotel & Resort F&B/ Pool/ Guest servicing			☑	☑
Wireless Initiated Task/ Call/ Event - enabling mobility of staff		☑	☑	☑
Integration - Property Management Systems (PMS) - Such as:Opera, SoftBrands, AnkerData, Brilliant Hotel S/W etc.			☑	☑
Integration - Point of Sale (POS) - Such as:Micros, SoftBrands, King Pos, Power Pos, AnkerData etc.			☑	☑
Building Management System Alarm Management			☑	☑
Fire Detection Alert & Response Management	☑		☑	☑
Security System Notification / pre-emptive Alarm Management	☑		☑	☑
Telephone Activated Communication/ Task/ Event/ Alarm Initiation		☑	☑	☑
Telephone Enabled Resource Management (Incl remote)	☑	☑	☑	☑
SMS Initiated Task and Resource Management			☑	☑
Email Initiated Task and Resource Management			☑	☑
Performance Reporting		☑	☑	☑
Message History Reporting		☑	☑	☑
IT and Network Monitoring			☑	☑
END COMMUNICATION DEVICES/ TYPES SUPPORTED (GROWING THROUGH ONGOING R&D)				
On-Site Wireless Paging (3km - 100km Radius)	☑	☑	☑	☑
GSM SMS (On Site and direct to Provider's SMSC)			☑	☑
Email			☑	☑
Polycom Kirk DECT (incl advanced functionality)			☑	☑
Polycom Spectralink Wi-Fi (incl advanced functionality)			☑	☑
Cisco IPT (Wireless and fixed IP Phone)			☑	☑
Proprietary PBX/ DECT such as: Alcatel, Ericsson, Siemens, Phillips - Many others which support SMS/ SDS messaging gateways			☑	☑
Integrated bi-directional functionality with applications - acknowledge etc back to source - Such as PMS Room status change etc, or POS Acknowledge, or alarm acknowledge			☑	☑
FORMS OF COMMUNICATION SUPPORTED (GROWING THROUGH ONGOING R&D)				
Text	☑	☑	☑	☑
Manual Messaging	☑	☑	☑	☑
Networked Manual Messaging		☑	☑	☑
Automated Messaging			☑	☑
Alarm Monitoring	☑		☑	☑