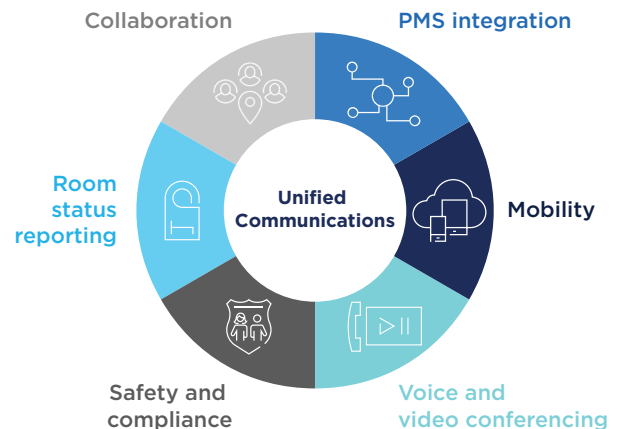# Unified Communications for Hospitality

## Create exceptional guest experiences

Discover a more efficient way to manage your voice services and deliver a superior guest experience. Unified Communications (UC) for Hospitality is built for the unique needs of hotels. It encompasses telephone management, automated wake-up calls, customized greetings and call accounting systems — all in a single, fully managed platform. The solution also includes an intuitive online portal that enables more effective use of your voice investment.

Flexible and secure integration with property management systems (PMS) takes these capabilities even further to improve revenue growth, personalize experiences and secure guest loyalty. PMS integration empowers your staff to use the systems they already know while simplifying the ways they serve guests.

### Treat every guest like a VIP
Instant access to account and transaction history via a hospitality portal empowers your staff to anticipate guests' preferences and delight them with the truly personal service that leads to strong brand loyalty. For example, the ability to deliver customized wake-up call greetings and voicemail prompts in a guest's preferred language sets your property apart.

Collaboration | PMS integration

Unified Communications

Room status reporting | Mobility

Safety and compliance | Voice and video conferencing

### Empower your team
Combine comprehensive voice services with instant messaging, video conferencing, content sharing, meeting capabilities and a mobile app to simplify staff communication and increase collaboration. Improve team efficiency with real-time housekeeping statuses, minibar monitoring and phone call accounting that can be customized by guest type, along with other advanced features.

### Gain peace of mind
Enhance your communication capabilities using a private, secure, proactively monitored fiber network with dedicated voice bandwidth that delivers exceptional call quality. UC for Hospitality is backed by a service-level agreement (SLA) that offers 99.99 percent availability, a four-hour mean time to restore service and 24/7/365 support. The solution also includes automated alerts for suspicious and fraudulent calls.

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## Product highlights

UC for Hospitality enhances the guest experience by making it easier to control telephony features for guest rooms by automating guest phone settings, accounting, housekeeping reports, overall staff collaboration and other key features. The solution integrates hospitality-specific features with the Spectrum Enterprise carrier-grade UC platform to provide you with:

- The capability to control guest room services, provision multi-language guest room prompts and reset voicemail boxes.

- Additional revenue possibilities by equipping staff members with guest information for upsell and cross-sell opportunities.

- A single platform that connects mobile devices, desk phones and softphones for reliable staff member communications and consistent guest experiences regardless of location.

- Automated voicemail management and delivery.

- Minibar reporting and billing.

- Proactive PMS and PBX monitoring.

- Up-to-the-minute room status updates via the guest room phone.

- An online portal to manage features, run reports and monitor guest experiences on your property.

- Personalized pricing based on type of guest.

- Video conferencing.

- Broadcast messaging.

- Multi-channel alerting for E911 and missed wake-up calls.

- Industry regulation compliance such as Ray Baum's Act and Kari's Law.



## Why Spectrum Enterprise?

Spectrum Enterprise manages your UC solution for you from end to end, including networking, devices, implementation assistance, employee training, maintenance and updates with round-the-clock support.

You get access to our nationwide fiber network with dedicated bandwidth for voice calling to ensure high quality of service. Additionally, UC for Hospitality works with your existing analog guest room phones to help control costs. You may also benefit from an advanced selection of new, cost-effective guest room or VoIP admin phones from manufacturers such as Cisco and Poly, which we provision and install for you. The result is exceptional security, flexibility and reliability to move your hotel staff forward and delight your guests.

Communication and collaboration shouldn't be an add-on or an afterthought. It should be an integral part of your technology plan. Discover how Spectrum Enterprise can help you enhance the guest experience with a unified communications solution tailored to the unique needs of your hotel.

## Learn more
enterprise.spectrum.com/hospitality

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