

HotelMGR

Workforce and Workflow Optimisation



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.



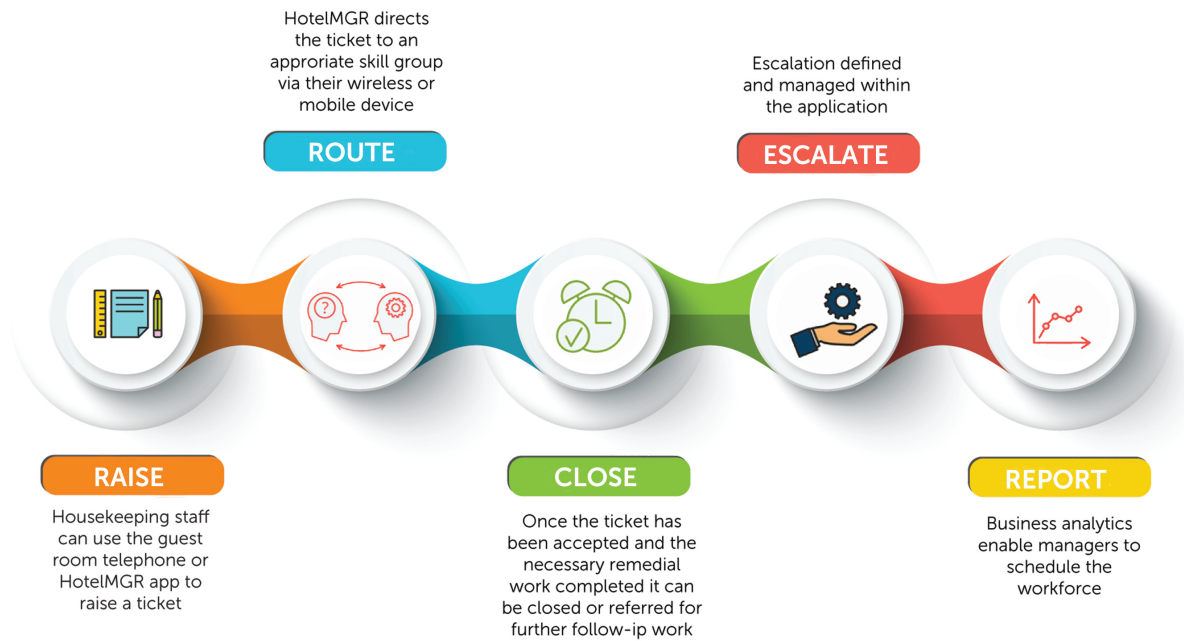
Streamlining services and optimising staff productivity can impact the overall experience of the guests during their hotel stay.

HotelMGR is a solution specifically designed to manage workflow, maintenance duties and preventative maintenance schedules, ensuring all hotel services are functioning, standards are maintained and guest expectation is exceeded.

Maids and housekeeping staff can use the bedroom telephone or the HotelMGR app to raise an automated ticket for a specific room defect such as an electrical or plumbing problem. This ticket will then be automatically issued to the most appropriately skilled resource via smart devices. Once the ticket has been accepted and the necessary remedial work completed the ticket can then be closed or referred for further follow-up work. Escalations can be defined within the application and full management reporting capability comes as standard.

Features

- Workflow Management
- Issue Tracking
- Issue Prioritisation
- Issue Entry
- Skills-Based Dispatching
- Work Ticket Dispatch
- Work Ticket Tracking
- Multi-Lingual
- Issue Customisation



ISSUE TRACKING

Issues can either be scheduled (preventative) or unscheduled (ad hoc). HotelMGR automates ticket dispatch and tracking to completion. The application provides reporting to enable hotel managers to view issues raised and resolved

ISSUE PRIORITIZATION

HotelMGR has default priorities and resolution timeframes. The hotel can override default settings at any time. This enables staff to prioritize work, be productive and deliver great service.

ISSUE ENTRY

Issues can be raised 'in the moment' using the HotelMGR easy-to-use interface or a standard telephony interface. When/If an issue doesn't receive a resolution confirmation it will be escalated automatically.

WORK TICKET TRACKING

HotelMGR is equipped with web-based queues showing all open work tickets. Staff notifications include escalation of incomplete tickets. When an issue has been resolved, HotelMGR will alert the front desk, giving them the option to connect to the guest to ensure satisfaction.

SKILLS BASED DISPATCHING

Staff members are defined by their skill sets. The system automatically dispatches issues based on predetermined criteria.

ISSUE CUSTOMIZATION

The application is designed with default maintenance and guest service issue categories. These categories can be customized to adapt HotelMGR to individual property requirements.

WORK TICKET DISPATCH

HotelMGR can dispatch issues by telephone, email, SMS or push notification. Any issue can be defined as an individual or collective assignment. HotelMGR will track abandoned, unresolved and stalled issues. A flexible set of rules can be defined for customized dispatching and assignment of work tickets.



Advanced Data Access Management

Limit access to authorized and relevant data with geographic partitioning (distant sites) or functional partitioning (trade, teams, departments, etc.)

Automatic Preventative Maintenance

Automatic scheduling of preventive jobs Automatic generation of work orders

Assignment of preventive work to multiple pieces of equipment

Communication Interfaces

SMPP – Advanced Two-Way SMS integration supports delivery confirmations to handsets, job closing from handsets and high volume messaging

HTTP One-Way SMS

Core System Functionalities

Unlimited client/user licenses per property

Automatic assignment to minimize response time and ability to handle multiple employees with same/different skills assigned to same/different areas/sections

Manual assignment for supervisors - to override system auto selection

Priority based job alerts - normal, urgent and extra urgent

Job prioritization by source of origination - guest or staff

Future jobs scheduler

Automatic mobile alerts to users linked to job events (registration, parking, closing) and characteristics of the job (type, category, department etc.)

Multi level escalation system with multiple recipients at each level and configurable time intervals between levels

Dynamic escalation process - can change escalation path based on job characteristics

Automated job prioritization

Multilingual GUI

Multilingual TUI

Job dispatching to communication devices using various protocols

Core System Functionalities

Free text field for messaging special instructions to staff

Rights controls - user access can be customized to selected modules

Multiple job registration for same location

Multiple job views - by job status, department, location, staff and category

Easy to assign skill/location to staff

Shift rosters can be prepared and saved for future activation

Simple shift log-in

Database customization is user friendly

Intuitive and easy-to-use user interface

Time tracking for open calls on console

Ticket allocation for unassigned staff

Ease to change staff contact information

Escalations on agent screens

History Access

Room history report - View request and issues history of any room

Mobile Application

Job logging/registration

Job tracking

Job control (close, reassign, park, reset)

In-boxes for jobs, alerts and messages for mobile users

Mobile Device Compatibility

Available for Google Android™

Available for Apple iPhone™

PMS Features

Real-time view of in-house guest list

Room status updates (dirty/clean/inspected) sent directly to PMS

PMS Interface

Notifications for Check-Ins, Check-Outs, and Room Moves

Reporting

History, analysis and trend reports

Multiple report formats (HTML, Excel, PDF, etc.)

HotelMGR Value Proposition

HotelMGR is designed to manage workflow, maintenance duties and preventative maintenance to ensure standards are always met. Increasing staff productivity and efficiencies results in reduced labor and maintenance costs and improved guest service. As staff communication and guest satisfaction increases so do the hotels social media ratings.

Detailed analytics on recurring issues enabling hotels to identify trends in maintenance issues to ensure they are working with the best suppliers and equipment.

Integrated SIP client allows for cost cutting on internal communications (both structural and operational as no need for GSM, DECT or 2-Way Radios) and full convergence in one single, more economical device (Android, iOS).

Learn more

For 40 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 Norcom at 877-NORCOM 1, email at hospitality@norcomsolutions.com , or visit norcomsolutions.com/hospitality.

