UNIVERGE® SV9100 Hospitality Management

At a Glance

- Offers an extensive feature set which improves staff productivity and enhances the guests' experience
- Provides powerful support for front and back- office functions
- Integrates seamlessly with UNIVERGE UM8000-Mail to provide personalized messaging for guests
- Supports VoIP telephones, digital telephones or a combination of both plus wireless handsets to provide the flexibility to meet any guest or staff requirements

Overview

NEC's UNIVERGE SV9100 Hospitality Management solution allows specific applications to integrate with business processes based on specialized roles within an organization.

Hospitality Management helps ensure your guests have a memorable stay by providing them access to the latest, most advanced messaging services. Your business benefits from this solution by utilizing its extensive features such as flexible numbering, room status and toll-restriction check-in mode. Hospitality Management even works with your Property Management System (PMS) through a Property Management System Interface (PMSI) to support many key front and back-office functions.

Solution

Improves Productivity and Enhances the Guests' Experience

Hospitality Management helps hospitality industry employees save time and lower operational expenses while providing guests responsive, high-end services. It efficiently integrates with your PMS to help streamline and coordinate communications.

Powerful Support for Front and Back-Office Functions

Using PMSI, Hospitality Management can help support and control many essential front and back-office functions, including:

- Message waiting indication
- Check-in/check-out suite services
- Room/housekeeping status
- Room changes

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Integrates Seamlessly with UNIVERGE UM8000 Unified Messaging

Hospitality Management integrates with UNIVERGE UM8000 to give guests the ability to add, delete, change and confirm their personal greetings and wake-up calls. This package includes:

- Personalized guest messaging for every room

- System prompts for an extensive list of languages

- A guest directory that enables callers to contact hotel guests or to leave messages without going through an operator

- Enhanced internal communication through management's ability to simultaneously broadcast messages to the entire hotel staff

Flexible Technology

Hospitality Management supports VoIP telephones, digital telephones or a combination of both. Corded or cordless telephones or even wireless handsets can be selected to meet any guest or staff requirements.

Extensive Feature Set

NEC's SV9100 Hospitality Management solution also includes the following features:

- Property Management System Integration

- Hotel/Motel Front Desk Instrument

- Wake-up Call

- Message-Waiting Lamp Services

- Room-to-Room Call Restriction

- Toll Restriction Check-in Mode

- Toll Restriction Change-Guest Station

- Room Cutoff

- Room Status

- Automatically Set Room Status on Check-Out

- View Current Room Status via Web Pro/Phone Pro

- Maid Status

- Room Status Printout

- Do Not Disturb-Hotel/Motel

- Do Not Disturb-System

- Flexible Numbering

- Single-Digit Dialing

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