

Unified Hotel Communications

Solution Overview

The Unified Hotel Communications solution from Cisco® is a unified communications platform that delivers guest communications as well as hotel staff communications together in a single platform.



Guest rooms get both analog and VoIP voice capabilities with voicemail, group messaging, wakeup calls, intra-room calling, and E-911. Guests also get advanced capabilities such as hotel service integration with the phone for guest services, in-room dining, etc.

Hotel staff communications services incorporate desk phones, portable Wi-Fi phones, mobile devices such as smartphones and tablets using softphone, messaging, and video functionality for collaboration and meeting guest requests. Additional features include Auto-Attendant, Desktop Call Control, IVR, XML, and Gateway.

Key benefits of this solution are lower up-front and on-going costs; and secure wired and wireless communications integration for voice, messaging and video. Unified Hotel Communications is scalable for future growth, can be remotely monitored and managed, and is simple to deploy locally or around the globe.

Solution Benefits

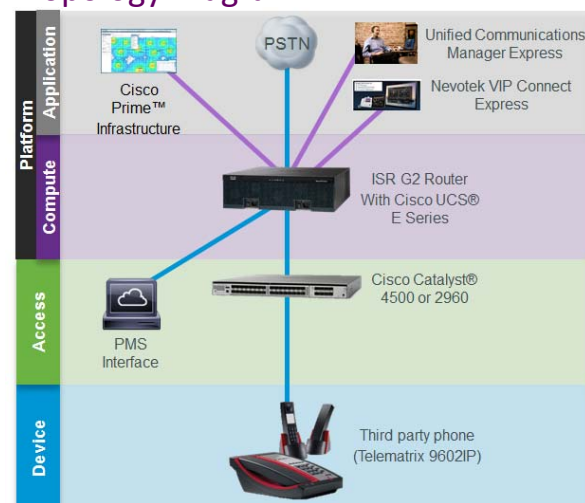
Cost Effective Voice

Cisco's **cost effective voice scenario** highlights how Unified Hotel Communications can provide a full PBX replacement for hotels with significantly smaller IT requirements in an on-premise solution. This reduces hotel IT costs and simplifies deployment that can be implemented around the globe.

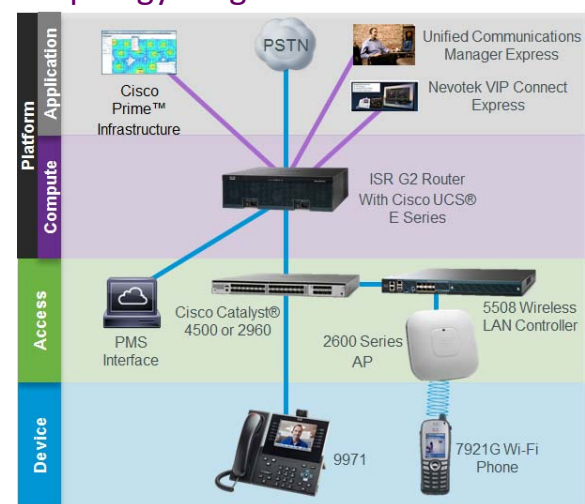
Anywhere Access

Cisco's **anywhere access scenario** highlights how Unified Hotel Communications can provide full rich unified communications to the hotel staff wherever they are on the property: at their desk or mobile with Wi-Fi phones, smartphones, or tablets. This includes voice, messaging, and video to all communication clients.

Topology Diagram



Topology Diagram



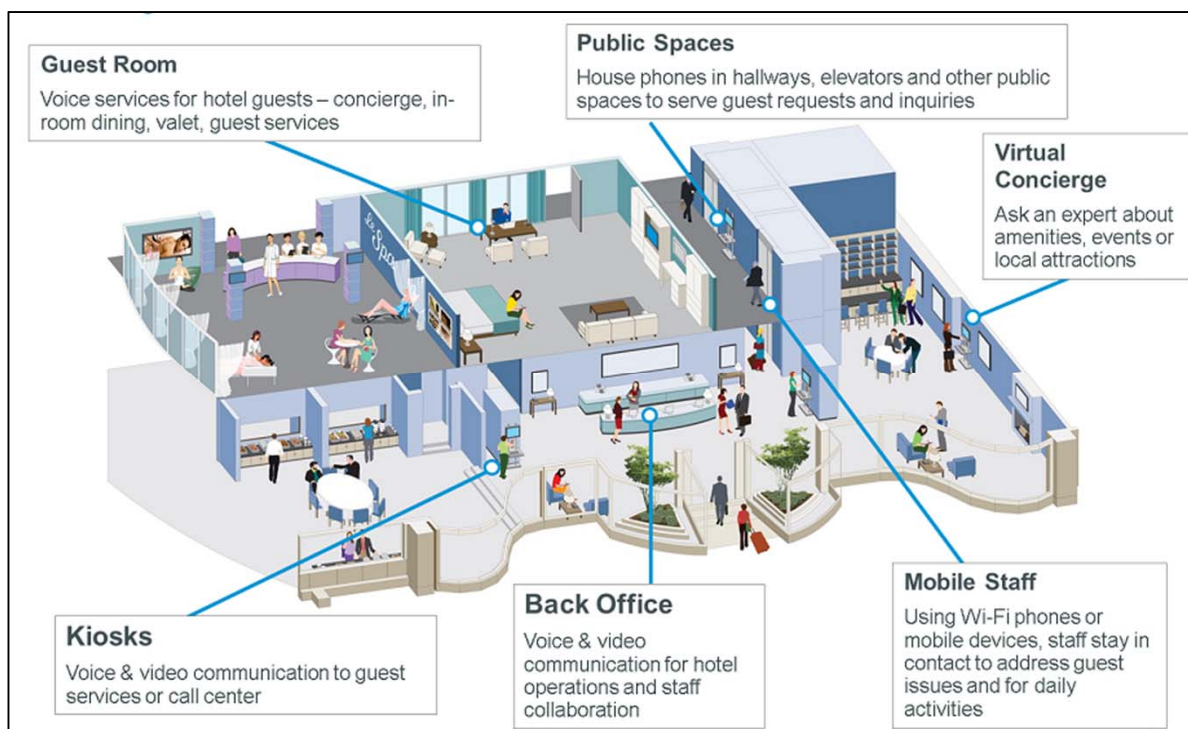
Reduce Technology Footprint

Cisco's **reduce technology footprint scenario** highlights how Unified Hotel Communications can provide a full PBX replacement for hotels with significantly smaller hardware and software requirements on-premise. This reduces hotel IT costs and greatly simplifies deployment.

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Solution Scenarios

The Unified Hotel Communications solution provides for unified communication for hotel staff and hotel guests. This can be applied broadly across the property.



Why Cisco

- **The Cisco Unified Hotel Communications** solution is a very powerful foundation for hotels that will improve their guest communications and improve hotel staff collaboration while lowering operational costs.
- **Cisco is a worldwide** leader in unified communications
- **Strong partnership base** to provide excellent world class services

Next Steps

Contact your Cisco account or Cisco partner to discuss how to deliver a complete hotel unified communications solution.

Design Summary

The Cisco ISR G2 router along with the Cisco UCS E Series compute blade, handles external and internal calls for the property. Operating directly on the ISR G2 router, **Cisco Unified Communications Manager Express** handles all back office communications and the Nevotek VIP Connect Express, running on **Cisco UCS E-Series Server**, handles all of the hotel guest communications including voicemail, wake-up call, group messaging, etc.

Cisco analog gateways are used to connect analog phone lines to the hotel communications system.

Property Management System (PMS) serial and IP interfaces are integrated directly to the Cisco ISR G2 router with full call account to post charges to guests hotel folio.

Cisco Catalyst switches connect wired communications across the hotel LAN. Cisco WLAN controllers and Wi-Fi APs enable secure mobile communications across the property for guests and hotel staff.

Cisco Prime infrastructure provides remote proactive monitoring and alerts for multiple hotels in a single tool.