Mitel

Hospitality
Solutions

Good communication is at the heart of every successful hotel.

We know how crucial it is for you to provide the best guest experience while making your staff's daily work and communication as swift and easy as possible.

Enhance your hotel's guest experience and hotel operations with Mitel's market leading Hospitality Communications Solutions. Whether you are a big hotel in a busy city center, single unit cottages in the mountains or a cruise ship on the open sea, Mitel Hospitality Solutions provide you with flexible, scalable and secure communications optimized to meet the needs of the hospitality industry.

Improve your hotel's guest experience and hotel operations

Elevate Your Guest Experience
Anticipate your guests' needs and provide personalized service with the latest hotel communications solutions that turn your guests into brand ambassadors.

Provide Safety For All
A highly-rated hotel needs reliable partners who can be trusted and understand the importance of security. Compliance with regulations not only ensures guest safety but presents your hotel as a safe establishment and increases your ratings.

Reduce Complexity and Cost
Hotel properties need to invest in a strong core communications architecture that is easy to use, reliable, and flexible. Protect your investment and get the most out of your communications systems with flexible technologies that ensure you to stay ahead of the latest trends.

Make Integrations Simple
In order to elevate your guest experience, you need to integrate your communications systems with key hospitality applications. Mitel's core hospitality solutions offer seamless integrations into existing hospitality processes and environments.

Mitel
Powering connections

Mitel Hospitality Solutions

Choose how you pay

The choice of whether to go CapEx or Subscription should be yours to make. At Mitel, we understand that different businesses have different needs and that is why we offer you flexibility to choose how to pay.

Choose how you deploy

On-premise, private/public cloud (dedicated instance) or hybrid. Whatever your choice we have a deployment model to fit your organization's individual requirements. Mitel is the only vendor that provides a seamless path to the cloud when the time is right for your organization.

Get the phones that fit your needs

Make users' lives simpler with a powerful family of phones that offer advanced integration and support guest management functions. The 6900 "Mobile First" IP series allows users to pair their mobile phone directly to the 6900 IP phones to allow the management of both mobile phone and IP calls on a single device. The series also gives you access to a broad array of user installable accessories that provide increased mobility, improved workflows and enhanced communications.

Anticipate your guests' needs

90% of consumers check your website before interacting with your company, and most customers would rather interact through digital channels like email, chat, and social media. Mitel Contact Center Solutions gives your guests the freedom to interact with you through their preferred channel and provide truly personalized experiences. You'll also get valuable insights that empower you to anticipate your guests' needs and deliver a differentiated hotel experience worthy of positive ratings.

Long lasting solutions

Investment in communications, collaboration and contact center technology is undeniably necessary and top of mind for most businesses. Hotel properties constantly need to invest in communications architecture that is simple, reliable, and flexible enough to keep up with guests' evolving expectations, as well as staff and property needs.

Mitel Hospitality Solutions are designed with your transformation journey in mind, so you get the most out of your communications systems. Protect your investment by easily modernizing your technology to meet the ever-changing needs of your guests and staff today and for years to come.

Get your message across to everyone

In today's fast paced world, you need your message to get across easily and efficiently through your guests preferred means of communication whether it is chat, SMS, phone calls, emails, face to face…. With Mitel mass notifications and alarms, you can effectively communicate across a wide range of channels and devices so that your guests and staff can remain safe, informed and connected.

Crisis response

In cases of emergency, keep your staff and guests safe with Mitel mass notifications and alarms by easily and quickly sending reliable notifications that ensure alerts are delivered within a matter of seconds

Keep your guests informed

Make communication with your guests easier with Mitel mass notifications and alarms by sending them offers and promotions

Hospitality Integrations

Integrations with key hospitality applications, processes and workflows elevates your guest experience. Mitel Hospitality Solutions integrate with call accounting applications, ticketing systems, voice assistants, customer experience management applications as well as the most popular property management systems on the market. If we do not have the integration you want, it can easily be built with our open APIs.

- Property Management
- Guest Management
- Customer Relationship Management (CRM)
- Enterprise Resource Planning (ERP)
- Virtual Assistants
- Websites

Mitel Deployment and Integrations with:

Tiger TMS	Ennovatech
Metropolis	CM
Jazzware	Microsoft Teams
Benbria Loop	Twilio
PolyAI	Amadeus HotSoS

Mitel Hospitality Platforms

MiVoice Business Hospitality

The hospitality industry is not immune to the wave of digital transformation. Properties need to invest in a strong core network architecture that is simple to deploy and use, reliable, and flexible enough to keep up with the evolving expectations of guests, staff and properties.

MiVoice Business's core UC hospitality solutions provide this framework with flexible systems that offer seamless integration into existing hospitality processes and environments in hotels and cruise ships ranging from 5 to 130,000 users.

MiVoice Office 400 Hospitality

The Mitel 400 Hospitality Package is the ideal professional solution for communication and administrative tasks in hotels and businesses offering guest management services.

With the modular structure of the package and its seamlessly matching components, it is the perfect solution for small businesses with as few as four rooms to those offering a high level of comfort with up to 456 rooms.
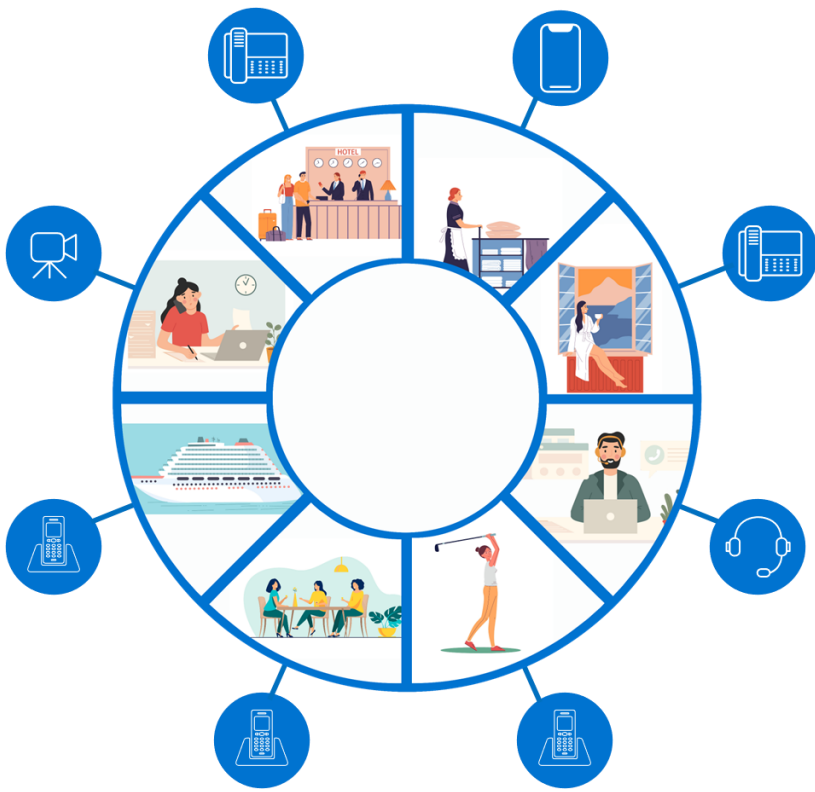
Mitel communication solutions allow hoteliers to focus on managing guest experience and hotel operations. Our technology has the flexibility to adapt to guest and staff requirements with a minimum of management overhead, delivering everything your organization requires to ensure great guest experience

Mitel Hospitality Communication solutions at a glance

- **Global Platform:** designed to meet the needs of businesses in a single site or a multi-site network that spans the globe

- **Flexibility:** The solution can easily be adapted to the existing processes and needs of your business; including management, reception, housekeeping, maintenance, cost control or billing of network services

- **Work from anywhere:** Phone twinning and mobility applications with voice, video, video conferencing and chat allow your staff the freedom to work from anywhere

- **Safety for all:** 911 Direct Dialing (Supports both 911 and 9911 guest dialing) and 911 Reporting to Hotel Device with concurrent pass-through to Emergency Services

- **Protection of personal data:** During check-out, private guest data such as voice messages in the guest voice mailbox are automatically erased

- **Flexible Deployment:** Deploy the solution on-site, virtualized in your private cloud, or hybrid

- **Scalable Solutions:** No matter the size of your business, we have an offer for you from 5 to 130,000 users

- **Omnichannel:** Manage phone calls and interact through digital channels like email, chat, and social media on desktop, deskphone and mobile

- **Easy Guest Management:** Room Status, Wake Up, DND, Guest Name Display on Staff Phones, Suite and Group Suite services

- **Easy Integration:** Integrate with most Property Management System interface

- **Best Audio Communication:** Embedded Voicemail, Auto Attendant, Recorded Announcements and Music on Hold

"In a hospitality environment like ours the expectation is that technology works flawlessly every time, and with Mitel that's exactly what we get."

Mark McBeth, Vice President of IT, North America
Starwood Hotels - Resorts

Protect your employees and guests

The safety of your employees and guests and their privacy is our paramount importance for the reputation of your establishment. Regulations such as the EU's General Data Protection Regulation (GDPR) ensure that your guest's privacy is respected. Evaluate Mitel solutions that help with legal requirements and ensure the safety of your guests and employees.

Mitel Hospitality Solutions

Reliable, compliant, and effective, Mitel's easy-to-use app for phone, text messaging, and video facilitates effective communication between your staff and guests. With Mitel Hospitality Solutions, master virtual meetings and build trusted relationships.

Contact us to learn more about Mitel Hospitality Solutions

*Controls available to customers to address customer regulatory requirements vary based on specific Mitel product capabilities and components and may be delivered via one or more Mitel products, Mitel Solutions Alliance (MSA) partner solutions, or a demonstrated integration to a 3rd party solution via Mitel Professional Services and may require additional corporate IT controls. Product specifications are documented as part of Mitel's publicly available documentation for the applicable product, partner solution or professional service integration. For more information regarding Mitel's ability to help customers comply with regulatory standards, please contact your Mitel Representative or Channel Partner.

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