


MITEL

## SX-200 ICP for Hospitality



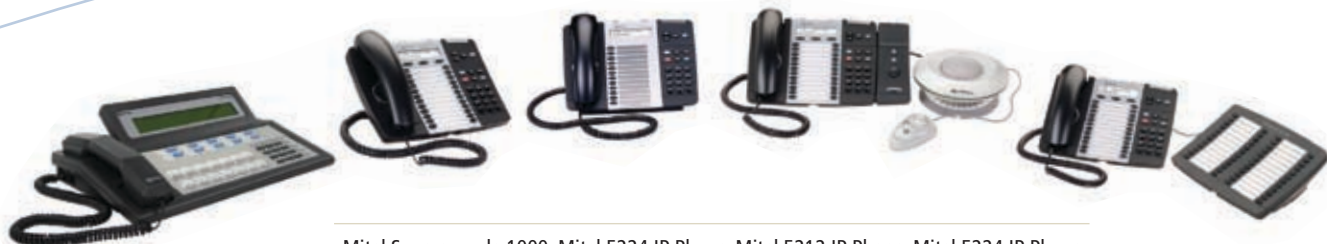
# Advanced, Affordable Communications Solution for Small to Medium Properties

A photograph of a woman in a dark blazer and white shirt smiling and handing a card to a man in a dark suit. They are in a well-lit hotel lobby with a vase of red flowers and a bowl of green apples on a table in the background.

Guests today expect a certain level of service. Your communications system must meet these expectations as well as enable revenue-generating opportunities. Your system must be reliable so that your focus can remain on your key business drivers of guest occupancy and guest experience and drive increased revenue.

The Mitel® Hospitality Solution for Small to Medium Properties is based on the Mitel SX-200® IP Communications Platform (ICP). An expandable, hospitality feature-rich voice communications system, the SX-200 ICP enhances guest services while helping to smooth

operations, increase productivity and capture revenue. It provides the best all-in-one communications system your property needs right now with the option to add features and functionality as your requirements change.



Mitel Superconsole 1000, Mitel 5224 IP Phone, Mitel 5212 IP Phone, Mitel 5224 IP Phone with 5310 IP Conference Unit and Mitel 5224 IP Phone with Mitel 5448 PKM

## Business Benefits

### Ensure efficient check-in and check-out

Guests don't want to wait in line to check in, and once they get to their rooms they want immediate access to their guest services. The Mitel SX-200 ICP, combined with a leading third-party property management systems (PMS), means guest room communication services are enabled upon check-in; streamlining the check-in process to better serve the next guest. For small properties, handling calls and access to guest room status is simple and intuitive via the "Guest Room" key on the Mitel 5340 IP Phone as part of the sub-attendant feature suite. Efficient, prompt customer service is key in the hospitality industry.

### Increase staff efficiency and save costs

Integrated auto-attendant enables your property to offer prompt and professional automated service for the most often requested on-site services. This means guests don't need to wait for the front of house to answer their requests for information. It also means you can better manage staffing levels to save costs and enable more customer-facing service during peak periods.

### Meet and exceed business travelers needs—cost effectively

Business travelers demand office functionality when they stay at a hotel. The Direct Inward Dial (DID) option not only provides that capability, it can improve staff efficiency and save on costs. Guests are provided a DID number upon check-in to provide to customers when doing business in that area. Customers will reach the sales person guest room phone without the hotel attendant handling the call. The hotelier can better manage operator staffing requirements to optimize staff costs and have a loyal guest.

### Provide mobility to guests and staff

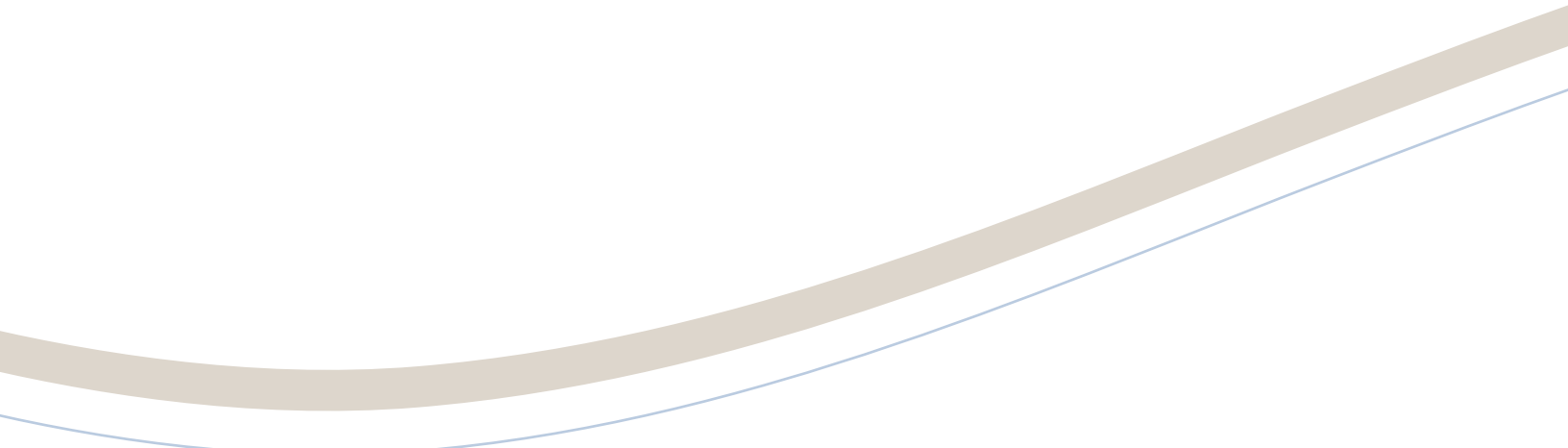
Wireless services within hotels are expected to grow in demand over the next several years. The SX-200 ICP offers it today. By twinning a Mitel-supported 802.11 wireless handset with a guest room phone, guests can be anywhere on your property where there is coverage and not miss important calls. By enabling staff to move about and also receive calls wherever coverage is provided, their efficiency is also increased. Event Managers can call on property services using a wireless handset giving them more opportunities to generate revenue. The Mitel DECT cordless handset and headset for the Mitel 5340 / 5330 IP Phones provides unparalleled convenience and mobility.

### IP delivers flexibility for the small to medium hotels NOW

Guest Services functionality such as check-in / out, set / cancel wake up calls, room status and more normally found at an attendant console is now also available on the Mitel 5340 IP phone as a sub-attendant position. This enhanced functionality puts more power in the hands of staff to manage guest requests in an economical footprint. Now small hotels can perform like a full service hotel like never before!



Mitel SX-200 IP Communications Platform (ICP)



## Electronic Communication Services

1-800-837-5790

[www.ecsinc.us.com](http://www.ecsinc.us.com)



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