ALE | **Where Everything Connects**

Converged communications solution for small and medium-sized hotels

Alcatel·Lucent
Enterprise

Small and medium-sized hotels, campgrounds and holiday resorts face numerous challenges. Receptionists have to stay friendly, be patient and flexible yet manage multiple tasks simultaneously such as handling reservations, checking-in arrivals, providing information to guests. A closely integrated communications solution and hotel operation will enhance a receptionist's and others productivity yet control costs. This results in a high quality guest experience.

The Alcatel-Lucent Enterprise Hospitality solution helps small hospitality businesses offer a full communication and connectivity service to their guests. It also supports employee mobility, provides efficient tools for each job, and simplifies services and improves cost management.

This solution enables hospitality players to address challenges while differentiating themselves in a very competitive market. They are provided a converged, complete solution that natively inter-works with leading property management systems.

Customer benefits

- Improve guest experiences with connectivity everywhere

- Boost staff productivity with an end-to-end solution that is integrated into traditional hotel operations

- Maximize service quality with adapted features for front desk, back office and customer service

- Shorten mobile staff reaction times with BYOD and mobile apps

- Control costs with a complete solution that has simple management tools

Enhanced guest experience

Efficient welcome

- Guest greeting in advance from an embedded automated attendan

- Quick check-in during peak periods

- Personalized welcome (name, guest language: up to 4 languages)

- Auto allocation of voicemail at check-in

- Pre-check-out and prepayment, bill preparation and payment at front desk

Improved mobility and connectivity

- Broad coverage from powerful indoor and outdoor Wi-Fi coverage

- Easy access guest portal

Full telephony services

- Wake up service set through the room phone or hotel operator's desk

- Direct dial a room number without going through the front desk

- Short keys for hotel services

- Do-not-disturb activation from the front desk or guestroom phone

- Prepayment of calls enabling easy management of guests communication costs

- Full product range of hospitality phones

Employee efficiency and productivity

Efficient front desk

- Efficient handling of arrivals, departures, and wake-up alarms via the hotel operator's desk console or across your property management system (PMS)

- Easy communication using direct guest call-by-name or by room

- Instant visibility of guest profiles (name, room number, language)

- Confirmation of wake-up call in print or by alert if no confirmation

Rapid Back Office

- Guest telephony billing and invoice printing

- Cost control: display and cost calculations, billing option, long-distance call blocking or control

- Full range of phones (Operator console, fixed terminals, DECTs and softphones)

Employee mobility

- Wi-Fi terminals and/or DECT

- Softphones for employees' mobile devices (Android, iOS)

- Mobile services from the cloud via Rainbow™: chat, conferencing, screen and file sharing for an enhanced collaboration between colleagues and with suppliers

Full range of deskhpones and front desk consoles

Mobile handsets and applications for employees

Hospitality-specific and SIP phones

Mobile application for internal and suppliers collaboration

Instant wireless access points for the rooms, interior and exterior access points for all hotel spaces

Gigabit Ethernet designed for small hotels

Costs control and optimization

Zero touch configuration

- Easy-to-install and configure thanks to a fully integrated voice and data solution

- Complete solution, requiring no additional expenditures: Free reception service, integrated voicemail

Openness to integrations

- Native PMS integration – with Micros-Fidelio OPERA, Aurenz AlwinPro, GT2F GTHOSP, Imagine Soft Meteor, Tiger TMS TigerHotel – via embedded hospitality protocol

Simplified and secure management

- Simplified management: Unified Access using Alcatel-Lucent OmniVista® 2500

- Visibility of the whole infrastructure

- Full visibility of LAN and WLAN alarms

- Compatibility with all Alcatel-Lucent OXO Connect releases and automatic hotel data migration

  - The OXO Connect limit for hotel rooms has been increased from 120 up to 300 guest rooms and administrative phones

Want to learn more?

Visit our [hospitality solution](#).

Our company is a leading provider of enterprise communications solutions and services, from the office to the cloud, marketed under the Alcatel-Lucent Enterprise brand. Building on our established heritage of innovation and entrepreneurial spirit, we operate globally with 2700+ employees in 100+ countries worldwide, with headquarters near Paris, France.

With communications, networking and cloud solutions for business of all sizes, our team of technology experts, service professionals, and 2900+ partners serves more than 830,000 customers worldwide, tailoring and adapting our solutions and services to local requirements. This provides tangible business outcomes through personalized connected experiences for customers and end users.

Connected Hospitality

Where guests connect to personalized and memorable experiences. Where staff connect to deliver efficient, responsive services. Where your ecosystem connects to improve revenue, safety and guest engagement.

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