Giving Machines a Voice in Hospitality

Staying competitive in the always-on hospitality industry requires access to information that helps you proactively manage your guests' experience and maximize efficiency.

Your ability to access the information and insight needed to make these improvements depends on communications solutions. With the right solutions in place, you can accelerate your Internet of Things (IoT) strategy to give machines a voice and create a more connected guest experience.

Connect remote data to people and systems

With IoT, smart sensors installed throughout your property will be able to monitor everything from temperature, moisture and lighting levels to pressure, motion and location.

When integrated with the right communications solutions, these sensors will seamlessly deliver data directly to your teams and your management systems in real time. As a result, you will be able to make more intelligent and informed decisions to streamline workflows, increase productivity and cut costs — from the back of house to the front desk.

Improve the guest experience

With communications-enabled IoT, the guest experience of the future has arrived. You can anticipate guest needs, proactively address issues and personalize services to truly differentiate your property. For example, you can:

Proactively replenish room supplies.

- Add sensors in guest rooms to detect when towels, toilet paper and other supplies are low or depleted. The sensors will immediately send an SMS, call or chat message to let housekeeping staff know. This prevents guests from having to wait for their daily cleaning service to receive much-needed items.

Take room service to the next level.

- Use motion sensors to detect when room service trays have been placed in hallways so the staff member assigned to that area can be automatically notified the tray is ready for pickup. Now you can accelerate service and avoid the unsightly clutter of trays throughout hallways.

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Save time and money

In the back of the house, use communications-enabled IoT to automate systems and proactively address equipment issues to keep costs down. For example, you can:

Reduce energy costs and system use.

- *Use motion sensors to detect when guests are in their rooms. When they are, temperature sensors can automatically adjust the room temperature to match the guests' settings. When they're not, the sensors can turn the temperature up or down to save energy. Managers and technicians receive an SMS, call or chat message when heating, ventilation and air conditioning (HVAC) or lighting systems aren't working properly.*

Keep critical systems operating.

- *Analyze sensor data collected from refrigeration systems, kitchen ventilation systems, pool filtration systems and chlorination systems to identify trends that help you predict and prevent breakdowns instead of waiting for equipment to degrade or fail. If a system does break, sensors can automatically trigger a phone call to maintenance staff or send a text to the facilities manager.*

Start with the right communications solutions

Get ready to give machines a voice with communications solutions that connect guests and staff today, and let you take full advantage of IoT tomorrow by deploying:

- *Contact center solutions that unify customer communications across channels so agents can personalize guest service, resolve issues faster and identify additional sales opportunities.*

- *Telephony solutions that help guests stay connected and can automatically initiate paging activities among staff.*

Ensure end-to-end data protection

To protect IoT data, choose a solution partner that understands the wireless technologies, encryption levels and protocols needed to secure your data from the sensor to the cloud.

Talk to Mitel

Mitel understands what it takes to connect people, things and data so you can increase efficiency and deliver a truly differentiated customer experience.

We partner with you to identify and deploy the communications solutions that are best suited to help you improve operations today and support your IoT strategy. Learn more about Mitel's hospitality solutions at **mitel.com/hospitality**.

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