

MITEL

SX-200 ICP | For Hospitality



 **MITEL** | it's about **YOU**

Advanced, Affordable Communications Solution for Small to Medium Properties



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

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

Enhances guest service while helping to smooth operations, increase productivity and capture revenue with Mitel SX-200 ICP for Hospitality.



Mitel SX-200 Integrated Communications Platform (ICP)



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 guest services. The Mitel SX-200 ICP, combined with a leading third-party PMS, means guest room communication services are enabled upon check-in; streamlining the check-in process to better serve the next guest. Couple that with the ability to place the guest room phone in restricted mode after check-out means not only reducing the chance of phone fraud in unoccupied rooms but also serving guests with prompt, efficient customer service.

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 traveler needs

Business travelers demand office functionality when at a hotel. The SX-200 ICP's built-in messaging functionality meets this need. With it, guests can access voice mail in-room or from any touch-tone telephone on or off the property. Guests can set their own wake-up calls – several in a day – and receive verbal confirmation of their requested wake-up times. And, thanks to a built-in recorded announcement feature, guests can hear information on services offered on your property that can drive further revenue. (Language options available for voice mail.)

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 receive calls wherever coverage is provided, their efficiency is also increased. And by allowing Meeting Managers to call hotel services using a wireless handset for meeting requirements – opportunities to generate revenue for services and secure meetings are never missed.

Enhance safety and security

The SX-200 ICP supports 911 / lockout notification to EMS services as well as provides on-site Emergency 911 alarm notification to your system's main console, display sets, and to Mitel-supported 802.11 wireless telephones. This enables staff to direct emergency services when they arrive. In addition, an E911 email notification can be sent to a distribution list providing an additional layer of emergency staff instant notification on or off the property.

Mitel 5201 IP Phone, Mitel 5207 IP Phone,
Mitel 5215 IP Phone, Mitel 5220 IP Phone,
Mitel 5220 IP Phone with 5310 IP Conference Unit
and Mitel 5220 IP Phone with Mitel 5448 PKM



MITEL it's about YOU



Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently.

Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

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