

maximiser for Hospitality...

In an sector where your customers and stakeholders are demanding increasingly better value, wouldn't you just love to.....

- Enhance customer service by providing an accurate, single bill for guests that collates telephone usage with other transactions.
- Allocate guests a voicemail box for the duration of their stay and give them real-time notification of voicemail messages.
- Allow guests to set, check and confirm the status of wake-up call requests from their room whilst allowing staff members to monitor wake-up call allocations from a display telephone or PC terminal.



- Receive visual indication of real-time room status updates from mobile hotel workers preparing rooms for new arrivals.
- Never miss a call from a guests requesting service or assistance. Calls can be routed to specific destinations and overflowed to alternate destinations to ensure calls are answered.
- Know where a call is from and who it is intended for before you answer the call and tailor the response accordingly. In addition allow calls direct to specific departments or individuals by using Direct Dial Numbers. This will ensure Reception staff are focusing on the needs of your clients whilst allowing suppliers to liaise directly with key personnel.
- Record calls and keep an accurate log of what was said. Telephone calls can contain a lot of information and requests so the ability to access a recording will prove invaluable.
- Deploy a handset range that reflects the room rate and image you wish to portray. The SpliceCom maximiser telephone system offers a range of bespoke hospitality handsets ranging from traditional multi-button key sets to an intuitive touch screen handset that can be used to advertise in-house and local services to guests.



- Replacing handsets can be expensive so why not utilise existing handsets and cabling wherever possible. The key features of **maximiser** can be accessed simply by changing the core equipment. This can be done out of hours to reduce disruption during changeover to a minimum.



SpliceCom's PCS410 is the ultimate hotel telephone handset

- Manage service effecting events such as a Fire Alarm by utilising pre-recorded Information announcements to notify incoming callers what is happening and requesting them to call back later.
- Reduce the cost of outgoing calls by selecting the most cost effective carrier. Allow a collection of rooms (suites) to be accessed by dialling one number.
- Contact mobile night staff without the need for special (DECT) handsets.

The above points provide an impressive résumé of what **maximiser** can offer. And don't forget that **maximiser** is the only telephone system that offers single system functionality for groups of hotels. This means, for the first time, groups of hotels can work as a single business, offering backup and support where and whenever needed.

Who Are SpliceCom?

We're the only British company to design, develop and manufacturer Pure IP Telephone Systems that deliver tangible businesses benefits for all types of company, irrespective of size. Founded by an experienced management team who provided the driving force behind the two most successful UK voice and data convergence companies of the last decade, our **maximiser** product family combines the delivery of voice, video, IP TV and web enabled IT applications at the desktop within a single, scalable system. Since **maximiser's** launch in early 2003 we've focused our resources on continuously enhancing our Pure IP Telephone system to meet our customers' needs. This has allowed us to grow our marketshare of Pure IP PBXs in the UK to an impressive 16%, according to respected industry analysts MZA.