



# ***Your Hotel's Voice Platform – Time to Switch to Newer Technologies?***



Hosted Voice for Hospitality is a new property-wide communications solution from Bright House Networks Enterprise Solutions. Designed for hotels large and small, it brings the best technology in telecommunications to your doorstep in a cost-effective way. Hosted Voice for Hospitality provides a best-in-class virtual private branch exchange (PBX) hosted in the Bright House cloud with full integration to your existing property management system (PMS). The solution allows you to avoid the responsibilities, maintenance, upkeep, upgrades, and burdensome costs of a premise PBX in your hotel. And because it's in the cloud it provides your property with private, secure connectivity and 100% accountability.

*“Many hotels have antiquated phone systems that lack modern features, but the expense and headache to upgrade keeps pushing the priority to the back burner. Enterprise Solutions has a way to provide ongoing, scalable cloud-based solutions through an affordable operating expense rather than a huge capital outlay required of premise-based phone systems.”*

Craig Cowden  
Chief Network Officer and SVP Enterprise Solutions  
Bright House Networks

## **Cloud-Based Benefits**

The hospitality industry is migrating applications to the cloud for a number of reasons, most importantly so they can be streamlined, centralized, and effectively managed and supported. With Hosted Voice, your platform technology is future-proofed in the cloud while our locally-based professionals handle system management tasks. This minimizes initial investment as well as maintenance costs and makes the ROI very attractive.

## **Property-Wide Integration**

The Bright House Networks Enterprise Solutions Hosted Voice platform includes a middleware technology that provides a single unified interface into diverse property management, point of sale, loyalty, and other systems, which can be shared across multiple properties. The benefits to each property include accelerated guest check-in and check-out process, the leveraging of in-room phones by housekeeping staff to log and track tasks, synchronized hotel operations and managing of events via text, voice, and video communication, plus call accounting and guest folio billing.

## **Cost Control**

Hosted Voice helps the hospitality industry control costs by reducing capital investment requirements inherent with the traditional, premise-based PBX system. Migrating to a cloud-based service replaces the existing on-site PBX and all the expenditures associated with it, transitioning the voice system from a burdensome capital expense to an affordable operating expense. Easily scalable, capacity can be adjusted up or down to meet seasonal demand fluctuations.

### **Improved Efficiency | Positive Guest Experience**

Hosted Voice includes mobility features for hotel staff, so no matter where they are on property, calls can find them on their mobile devices or at extensions away from their desktop. This level of accessibility enhances the guest experience by limiting delays between a guest request and its fulfillment.

### **The Time Is Right**

With technology continuously improving and cloud-based efficiencies growing, the time has never been better to switch to the newer technology of a cloud-based voice system. Simplified, centralized, high quality Hosted Voice fits the bill. Stay on top of change and discover new cost efficiencies with Hosted Voice from Bright House Networks Enterprise Solutions.



### **Bright House Networks Enterprise Solutions**

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Bright House Networks Enterprise Solutions is a leader in advanced communications and networking services, offering a comprehensive portfolio of video, voice, data, cloud, and managed services for the hospitality industry.