



BROCHURE

DYNAMIC, COST-EFFECTIVE COMMUNICATIONS SOLUTIONS FOR THE HOSPITALITY INDUSTRY



SOPHISTICATED FEATURES, BUILT FOR HOTELIERS

Purpose built for the hospitality industry, XM Hospitality™ brings top of the line guest voicemail, welcome message, wake-up, and staff productivity features to improve operational efficiency throughout your property.

HIGHLY COST-EFFECTIVE

Because XM Hospitality can connect to over 150 telephony systems and over 60 major property management systems (PMS), it leverages your existing infrastructure and is very cost effective, allowing you to expand functionality, boost customer satisfaction, and empower staff without a costly rip and replace of existing systems.

DYNAMIC PMS-DRIVEN FUNCTIONALITY

Through its connection with your PMS, XM Hospitality dynamically shifts functionality based on guest check-in, check-out, staff input and personal preferences.

BENEFITS

PROVIDES SUBSTANTIAL ROI

XM Hospitality leverages the telephony and PMS infrastructure you already have, replacing legacy voicemail systems and adding a variety of features without necessitating a rip & replace. Each system scales up to 72 ports, 8 fax channels, and 5000 subscribers and hotel guests.

EASY TO INSTALL, USE, AND MAINTAIN

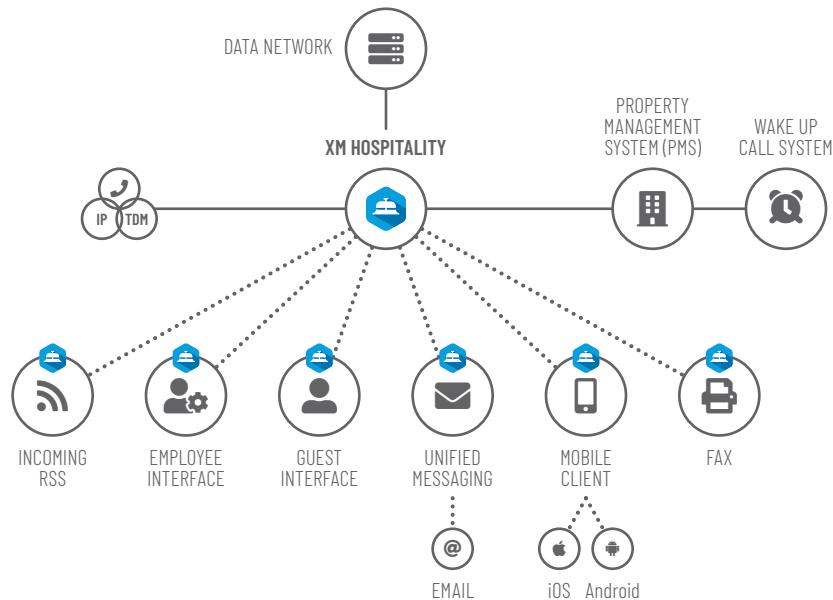
Because XM Hospitality integrates into your existing systems, it reduces the need for staff retraining. Multi-lingual prompts, a web client and a smartphone interface make it intuitive to use. Varied levels of support are available to suit your maintenance needs and budget. All give you access to the latest patches and updates.

BUILT FOR SECURITY & RELIABILITY

You can't afford to have your phone systems go down. XM Hospitality is built from the ground up for security and reliability, ensuring you can focus on your guests instead of worrying about your IT.

SUBSTANTIALLY BOOSTS EFFICIENCY

XM Hospitality adds full-featured voicemail that dynamically shifts with PMS input. Staff can easily set up, modify, and close voicemail based on PMS actions, saving them time.



PMS-INTEGRATION

- › Automatic Check-in/Check-out
- › Guest Name Update
- › Password Assignment
- › Voicemail Language Assignment (17 Options)
- › Room Move/Merge
- › Room Restore (Undo Check-out)
- › Private Guest Messaging Groups Setup

GROUP MESSAGING & ADMINISTRATION

- › Broadcast Messaging to All Hotel Guests
- › Private Guest Groups
- › Web Administration Interface
- › Unlimited Information Menus
- › Guest Template
- › Hospitality Reports
- › Scheduled Messages

EMPOWERS STAFF TO BETTER SERVE GUESTS

XM Hospitality unified messaging features make voicemail, e-mail, and fax available to your staff anytime, anywhere. This allows for rapid response times and easier transfer of key information (like ongoing guest issues) between shift changes.

- › Unified Messaging
- › Mobility
- › Message Notification
- › Multiple Language Support
- › Voicemail-to-Text (3rd party service)
- › Text-to-Speech
- › Presence Greetings

INCREASES CUSTOMER SATISFACTION

XM Hospitality is packed with industry-leading voicemail, wake-up call, and messaging features that go above and beyond customer expectations, making them feel that your property is going the extra mile to facilitate their needs.

GUEST MESSAGING

- › Guests Directory
- › Guest Welcome Message
- › Personalized Guest Greeting
- › Multiple Extensions per Guest Room
- › Caller Routing to Guest Voicemail
- › Caller Routing to Guest Mobile Phone
- › Guest and Administrative Messaging
- › Unlimited Guest Messages
- › Guest Message Retrieval
- › Scheduled Messages
- › Message Waiting Indicator
- › Message Retention
- › Message Notification
- › Message Archiving
- › Front Desk Message Indication

WAKE-UP CALLS

- › Optional Recurrence
- › Set by Admin or Guest
- › Group Wake-up Administration
- › Custom Greeting
- › Call Reports

ELIMINATE THE NEED FOR FAX MACHINES

XM Hospitality's fax functionality allows your property to get rid of unreliable fax machines, replacing them instead with secure FoIP technology. Both customers and staff will appreciate the simplified process, and it's easier to collect & deliver guest fax messages – staff can just forward them to the guest e-mail on record.

SPEAKS YOUR GUESTS' LANGUAGE

XM Hospitality's guest systems are available in 17 different languages, each of which can be selected via the PMS at check in. Whether you're setting up a location in Paris or your Melbourne hotel has a guest visiting from Denmark, XM Hospitality is ready to make your customers feel at home.

Illustration of phone with a bunch of flag speech bubbles (based on the below) coming out of it. Alternatively could skip separate illustration and just put flags next to each of the below?

- › Chinese
 - Cantonese
 - Mandarin
- › Danish
- › Dutch
- › English
 - United States
 - United Kingdom
 - Australia
- › French
 - Canada
 - France
- › German
- › Italian
- › Japanese
- › Portuguese
 - Brazil
 - Portugal
- › Spanish
 - Latin America
 - Spain
 - Mexico

ABOUT XMEDIUS

XMEDIUS is a global leader in the field of enterprise communications solutions. Its suite of enterprise-grade on-premises and cloud communications offerings enable businesses to benefit from secure unified communications and the ability to exchange sensitive and confidential data while meeting and exceeding regulatory standards.

For more information about XMEDIUS and its products, visit our website.

WWW.XMEDIUS.COM