

# MiVoice Business

For Large Hotels

## Mitel large hotel solutions

- Cost effective, scalable solution for larger hotels.
- Choose centralized or distributed architectures
- Improve availability with redundancy and resiliency options
- Blend analogue and IP telephony to meet compliance and brand standards
- Proven integration with property management systems and hospitality applications



Mitel's reputation as a leading provider of hospitality communication solutions has been achieved through a long-term commitment to improving guest experience and increasing operational efficiency. Our customers enjoy flexible, scalable and secure communications designed to meet the needs of small and economy hotels through to some of the world's most famous luxury hotels.

Mitel's unique approach to communications is underpinned by a single cloud ready software stream, to enable flexible deployment options. Larger hotels need cost effective, reliable, scalable solutions, optimized to improve operational efficiency and enhance guest experience.

- Large hotels can choose a centralized solution with fully redundant control, ideal for large scale analogue deployments that demand high availability
- Resort hotels can choose a distributed architecture to limit the impact of a failure and minimize cabling infrastructure

- Deploy analogue or IP phones, fixed or wireless, in any quantity to meet operational and guest requirements. MiVoice Business supports a wide range of Mitel and third party telephones to ensure hotel owners can meet compliance and brand standards
- Intuitive web based administration simplifies installation and ongoing support. Guest status and features are an integrated part of the attendant console to minimize staff training and improve consistency of service delivery
- Proven integration with property management systems and third party hospitality applications

## Mitel centralised hospitality solution

Mitel's centralised hospitality solution delivers a reliable solution ideally suited to larger hotels with traditional telephony in guest rooms. The 'Suite Controller' hosts MiVoice Business software and manages all call processing and management tasks. One or more AX Controllers provide analogue connectivity to support traditional telephony in guest rooms.

- *Single point of web based administration for up to 2000 suites / 5000 extensions*
- *Presents single links for property management system and call accounting integration*
- *Option to distribute AX controllers to minimize cabling*
- *Availability can be further enhanced using resiliency and sub system redundancy*
- *Limit impact of sub system failure by distributing suites across multiple AX controllers*
- *Attendant consoles provide full access to guest services*

By running the 'Suite Controller' on a Stratus Technologies ftServer, hotels can deploy an ultra-high availability hospitality solution. The ftServer presents itself as a single system with one instance of MiVoice Business software, but operates as a fully redundant system running in lockstep. All core hardware is duplicated including the CPU, memory, motherboard, input/output and disk drives.

- *Replicated fault tolerant components process instructions at the same time*
- *Virtual technician service provides remote diagnosis, trouble shooting and repair*
- *4U high rack ready with hot swappable field replaceable units*



## Mitel distributed hospitality solution (Hospitality Cluster)

Mitel's Hospitality Cluster architecture enables hotels to distribute call processing across multiple instances of MiVoice Business to limit the impact of a failure. This solution is ideally suited to resort hotels and campus environments. The 'Hospitality Gateway' hosts the attendant consoles, property management system link and manages updates to other instances.

- *Single point of web based administration across a 'Hospitality Cluster'*
- *'Synchronous Data Service' ensures guest names and room status are shared across instances*
- *Presents a single link for property management system integration*
- *Option to distribute AX controllers to minimize cabling requirements*
- *Availability can be further enhanced using resiliency and sub system redundancy*