



Matrix Hospitality Solution

In today's highly competitive market, hoteliers are looking for different ways in order to stay ahead of the competition. Professional service, rich guest experience and systematic hotel activities are the keys for building reputation and creating a loyal customer base. Owners of guest-centric hotels are always looking for communication solutions that facilitate automation of regular hotel operations. They need products that enable their employees to respond to guests' requests from anywhere in the hotel.

Matrix offers a complete Hospitality solution for small budget to luxury hotels with 20 to 1500+ rooms. Matrix Hospitality solutions are based on cutting-edge IP technology and state-of-the-art-design. These solutions are scalable to address the current as well as future communication needs of hotels of every size.

Hotel staff can enhance guest experience and improve staff productivity with built-in hotel features, front desk, PMS integration, staff mobility extensions and voice mail with personalized greetings.

Because only when the rings of guests are attended efficiently, does the cash register rings!

Key Differentiators:

- Mobility for Staff
- Integration with Renowned PMS
- Automated Wake-Up Alarms for guests
- Personalized Greetings to guests
- Guest Voice Mail

SOLUTION OVERVIEW

| | |
|-----------------------------------|---|
| Ready PMS Integration | Micros Opera |
| | IDS |
| | RMS |
| | Infor |
| Hotel Features Suite | Front Desk |
| | Guest-in/out |
| | Check-in/out |
| | Wake-up Calls |
| | Room Status |
| Mobility for Service Staff | Mobile Smartphones |
| | IP-DECT |
| | WI-FI SIP Phones |
| Voice Mail | Personalized Greetings |
| | Auto-Attendant |
| | Conversation Recording |
| Call Accounting | Built-in Feature |
| | Ready Integration with Third-Party Software |

CONNECTIVITY OPTIONS

| TRUNKS | EXTENSIONS |
|--------------|--------------------|
| GSM/3G | Digital Key Phones |
| VOIP (SIP) | IP-DECT Phones |
| Analog Lines | Analog Phones |
| ISDN BRI | Voice Mail System |
| T1/E1/PRI | UC Client |
| Radio | IP/SIP Phones |

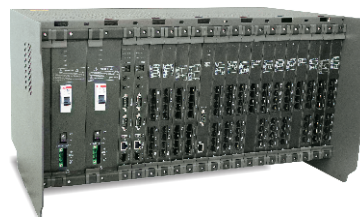
MATRIX HOTEL IP-PBX PRODUCT RANGE



ETERNITY PE
Small Hotels (Up to 40 Rooms)



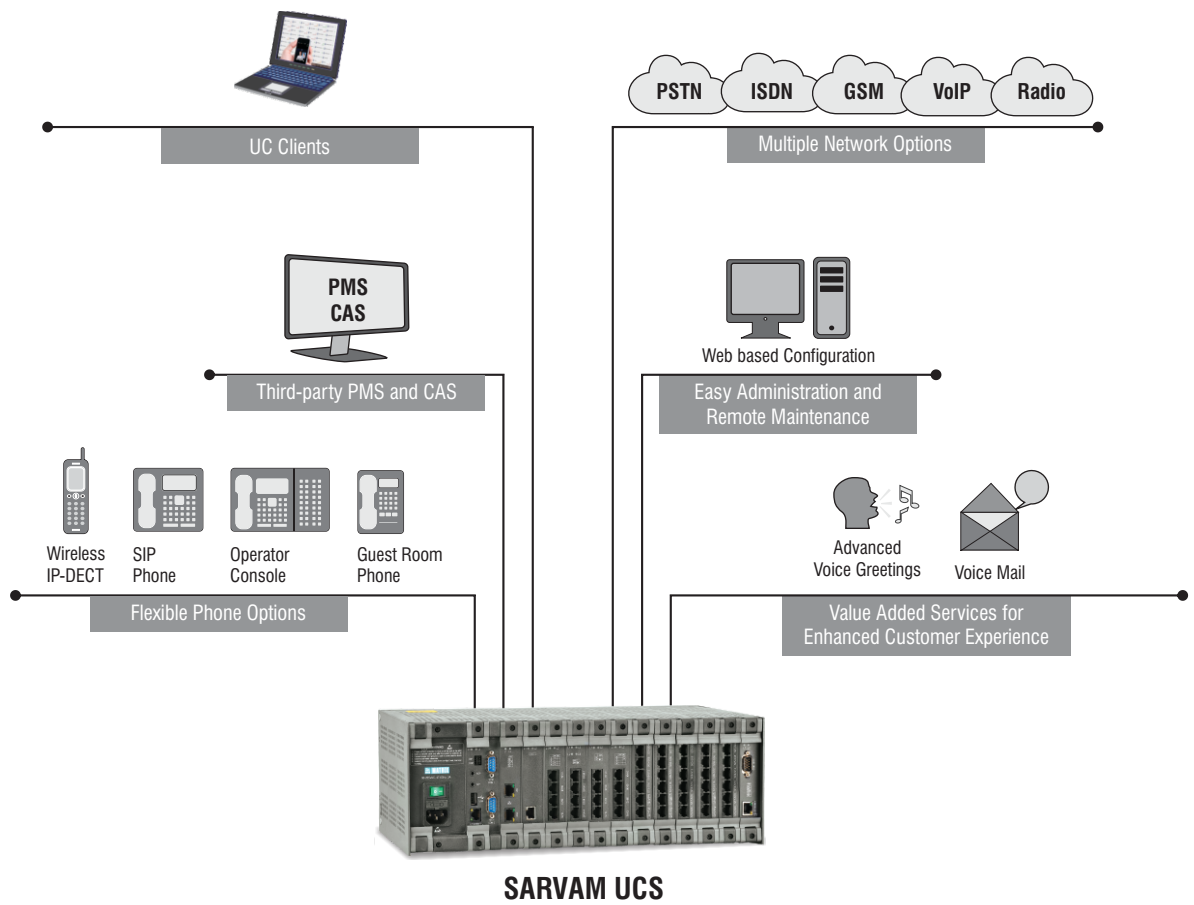
ETERNITY GENX
Medium Hotels (Up to 800 Rooms)



ETERNITY MENX
Large Hotels and Motels (Up to 2000 Rooms)



ETERNITY LENX
Large Hotels and Motels (Up to 2500 Rooms)



Luxury Hotels



Motels



Hospitals



Limited Service Hotels



Nursing Homes



Guest Houses



KEY FEATURES

Web-based Front Desk Management

Innovative and easy-to-use front desk management is ideal for small and medium hotels where PMS is not used. Hotel Features Suite assists in completion of many functions of PMS. This feature makes management of daily hotel operations an easy process by offering facilities like:

- Check-in and Check-out
- Guest-in and Guest-out
- Wake-up Calls
- Alarms and Reminders
- Call Blocking between Rooms
- Do-not-Disturb
- Hotel Activity Log
- Guest Shift
- Call Budgeting
- Room Clean Status
- Call Privilege
- Message Wait Indication
- Voice Mail
- Distinctive Ringing

Check-In/Check-Out

On giving the Check-in command, a new guest account is created and dialling facility is enabled for the room along with other related status changes. At the same time, a unique guest number is generated. Now, when the check-out command is given, call details of the room are printed. The dialling facility is then locked along with other related status changes.

Guest-in/Guest-out

This feature helps monitor the presence of guests, enabling the staff to offer prompt and quality services. For instance, when guests leave their rooms for some time, the operator can inform housekeeping to clean the room, replace consumables and more. The Guest-out command allows only internal calls. This helps in avoiding misuse of telephone from the room by service personnel.

Room Shift

Sometimes, it may happen that guests have to be checked in some other room till their booked room gets ready. If guests make calls from their temporary room, then shifting the call details or telephony costs to their actual room becomes a tedious process. Using Matrix's communication solution, call details and set reminders can be easily transferred to the actual room by using a single command. This feature helps the front desk executives offer a consolidated statement to guests during check-out instead of offering two separate statements.

Room Status Display

A single click from the front desk can give status of total occupied rooms, vacant but not ready rooms, vacant and ready rooms. This feature makes the entire process of room allocation convenient and less complicated for the front desk executives.

Flexible Numbering

Management of regular hotel activities become easier if the room

phone numbers match with the room numbers. Matrix ETERNITY offers completely flexible numbering plan. Using these systems, users can mix up to six digits.

Wake-up Calls and Reminders

Wake-up calls for any room can be set by the front desk executives or the guests from their room phones. User can select any music, recorded message or a personalized greeting as a wake-up call ringtone. With ETERNITY, guests and operators can register up to 960 wake-up calls at a time. This feature allows operators to know if the guests have answered the wake-up calls after multiple attempts or not. Therefore, this feature allows hoteliers to offer personalized services and convert first time visitors to loyal customers.

Floor Service Stations

Each floor has a different service section but there is a common access code to these service extensions. The system connects guest to service extension of their respective floors.

Mini Bar

Mini bar, a small private snacks and beverages bar designed especially for the comfort of guests, is stocked with limited inventory. Guests can enjoy any of the snacks or beverages from these bars so staff members need to keep a check on the number of items left in order to offer superior guest experience. Using Matrix Hospitality solution, service personnel can monitor the amount of mini bar items left and get them replenished, if required. The corresponding bill amount for the mini bar items consumed is then passed on to PMS, which is then added to the final bill.

Call Privilege

Call privilege facility allows or denies a guest to dial a local or long distance number from the hotel phone. Operator can manually set this facility for individual guest room phones.

Hotline Phones

These phones can be placed in areas like lobby and car parking. Guests or visitors can connect with the operator, book taxi services or fetch any information using these phones. All they need to do is simply pick the handset to connect with the concerned person.

Least Cost Routing

It is a unique cost control feature that automatically selects the most cost-effective route to place any local or long distance call, dialled number and carrier pre-selection.

Emergency Call Detection and Reporting

Whenever any guest dials an emergency number, the operator or front desk executive is immediately notified by a continuous ring on operator phone with the guest name, phone number and the emergency number dialled.

Integration with Security Systems

Built-in security ports allow connection of sensor and relay-activated devices such as smoke detector, glass-break detector, hooter or door lock/release devices. On activation of a sensor device, the system automatically places calls with pre-recorded voice messages to three different destinations such as police, fire or medical services.

Interoperable with Radios:

- MOTOROLA Gm338
- TADIRAN RT 6001/PRC 6020 (HF)
- TADIRAN RT-7330M (VHF)
- STARS V MKII 25W
- LUP 322 (VHF)
- HYT TM-610
- ICOMM F110



Radio Interface

Multi-port Radio Interface offers mobility to hotel staff with enhanced reach. Multiple Radio Nets can speak to each other through PBX.



PMS INTERFACE

Matrix Hospitality solutions have built-in hotel features and ready integration with Third Party PMS. PMS can interface with Matrix ETERNITY by serial communication or via Ethernet **without any middleware.**

Following is the list of PMS/HMS with ready integration to Matrix hotel-motel PBX.

- Micros Opera
- IDS
- RMS
- eZeeTechnosys-eZee
- Auto Clerk
- Acumen Software -HOTSOFIT
- cHar
- Power Brain-Power HMS
- Infor (Amadeus)



CAS INTERFACE

Call accounting software facilitates easier and faster call cost calculation and helps in monitoring telephony costs. Matrix offers built-in call accounting software but hoteliers may intent to use Third Party call accounting software. Following is the list of CAS with ready integration to Matrix hotel-motel PBX.

- HOBIS A/B
- Micros A/B
- Hilton
- Xiox



MOBILITY EXTENSIONS FOR HOTEL STAFF

Hotel staff can quickly respond to guest requests from any corner of the hotel or its surroundings by using their smartphones, Wi-Fi SIP phones or IP-DECT phones as wireless service extensions. This in turn enhances guest responsiveness and improves staff reachability. Using this hospitality solution, hoteliers can leverage benefits such as:

- Single Number Reach
- Superior Voice Quality
- Multi-Party Conference
- Directory Access
- One-Touch Voice Mail
- Presence Indication



VOICE MAIL SYSTEM

Matrix Hospitality solution improves guest experience by offering access to voice mail from the room phone. By combining voice mail, auto-attendant and personalized greetings into one easy to use system, Matrix voice mail system offer features beyond simple messaging.

- Auto-attendant
- Broadcast Message
- Call Taping
- Conversation Recording
- Customized Mailbox Size
- Voice Greetings
- Individual Mailboxes
- Message Wait Indication
- Message Notification
- Personalized Greetings

USER TERMINALS

User Terminals are the access point of communication where user meets the technology for their required applications. Matrix provides a diversified range of business phones/App that include in-office, remote, mobile and desktop computer users. With perfect blend of style and substance - Matrix User Terminals offer faster communication, superior aesthetics and intuitive user interface.



Matrix VARTA – The UC CLIENT FOR SEAMLESS COLLABORATION

Matrix VARTA is a UC Client series redefining communication experience with its variety of collaboration features and intuitive user interface. Powered by MATRIX SARVAM UCS, VARTA empowers user to switch the extension to their desktop computer, Android and iOS mobile devices. With a perfect blend of Mobility and Collaboration, Matrix VARTA is a real-time communication solution which elevates communication effectiveness and business productivity to the next level. It comes loaded with two set of features - Essential and Professional.



IP DESKPHONES

SPARSH VP series of IP endpoints meet the challenges of today's business for efficient call management and ease of use. Ergonomically designed and feature-packed SPARSH VP Phones increase staff productivity and enhance business communication with High Definition Voice, Touch Screen Interface, Adjustable LCD, Busy Lamp Field and Direct Station Selection Keys. The SPARSH VP series is available in following variants – VP330E, VP510E, VP310E, VP248SE and VP110.



SPARSH VP330E *The Touch Screen IP Phone*

- 4.3" Color Touch Screen Display
- 12 DSS/BLF Keys
- On-screen BLF Monitoring (18 Contacts)
- 6 Fixed Function Keys
- Presence Indication
- Power over Ethernet (POE)
- Proprietary IP Phone

SPARSH VP510E *Premium IP Phone*

- 240*64 Pixels Graphical LCD with Backlit
- 16 DSS/BLF Keys
- 4 Context Sensitive Keys
- *32 Keys Expansion Module (DSS532)
- Power over Ethernet (POE)
- Proprietary IP Phone

SPARSH VP310E *Executive IP Phone*

- 2 Line LCD with Backlit
- 12 DSS/BLF Keys
- 9 Fixed Function Keys
- Power over Ethernet Option
- Proprietary IP Phone

SPARSH VP248SE *Feature-Rich IP Phone*

- 2 Line Adjustable LCD with Backlit
- 16 DSS/BLF Keys
- 12 Touch Sense Features Keys
- Power over Ethernet Option
- Open SIP Phone

SPARSH VP110 *Business IP Phone*

- 132*64 Pixel Graphical Display
- Context Sensitive and Fixed Function Keys
- Power over Ethernet
- Open SIP Phone

DIGITAL KEYPHONES

Matrix EON series of Digital Key Phones are elegantly designed to offer reliable performance, quality of business communication and efficient call management. With a unique blend of style and substance, Matrix EON is suitable for office professionals, supervisors, managers and executives. EON provides High Quality Speakerphone, Programmable Feature and DSS Keys, Corporate Directory, Message Wait Lamp, Voice Mail and Intuitive User Interface. Matrix EON range of Digital Key Phones is available in following variants – EON510, EON310 and EON48S.



EON510 *Premium Digital Key Phone*

- 240*64 Pixels Graphical LCD with Backlit
- 16 DSS Keys
- 4 Context Sensitive Keys
- *32 Keys Expansion Module (DSS532)

EON310 *Executive Digital Key Phone*

- 2 Line LCD with Backlit
- 12 DSS Keys
- 9 Fixed Function Keys

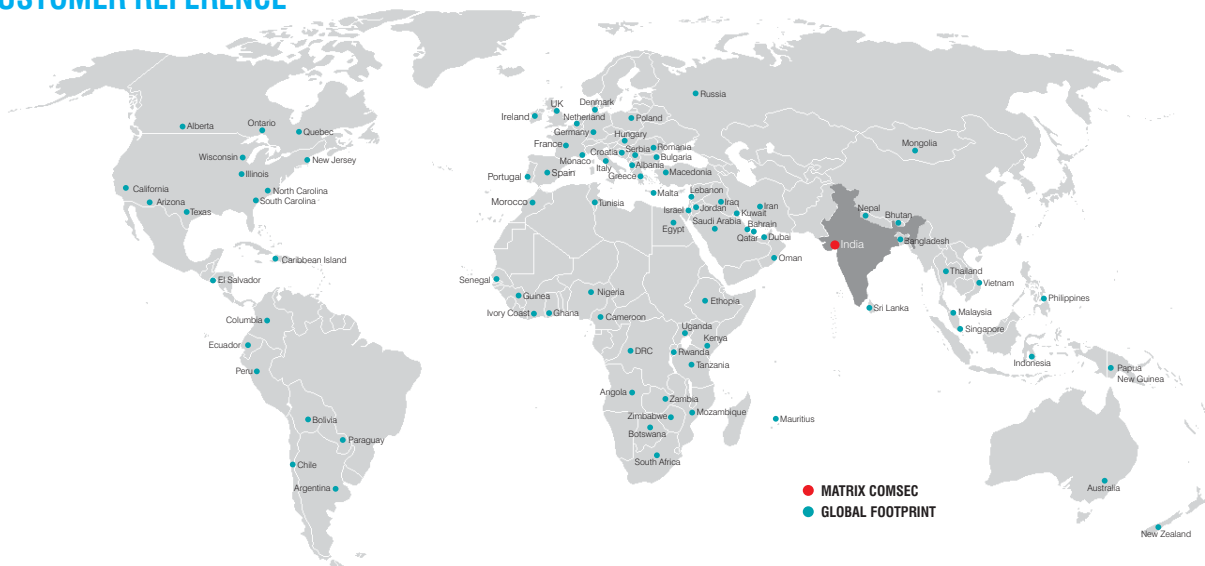
EON48S *Feature-Rich Digital Key Phone*

- 2 Line Adjustable LCD with Backlit
- 16 DSS Keys
- 12 Touch Sense Features Keys
- 64 Keys Expansion Module (DSS16x4)

DSS532

- DSS532 is an attachment to SPARSH VP510E and EON510. It offers up to 128 Direct Station Selection keys.

CUSTOMER REFERENCE



- Hotel Alexandra Plaza, Riccione, Italy
- Hotel Audi, Rimini, Italy
- Hotel Calvanella, Sestola, Italy
- AS Hotel Cambiago, Cambiago, Italy
- Club Esse Roccaraja, Stintino, Italy
- Hotel Elba, Rimini, Italy
- Hotel La Contrada, Verbania Intra, Italy
- The Mediterranean Hotel, Lungomare, Italy
- Hotel Posta, Como, Italy
- Hotel Prati, Castrocaro Terme FC, Italy
- Schiller Hotel, Cervia, Italy
- Residence Il Mulinaccio, Pievepelago, Italy
- The Mercure Grand Hotel, Qatar
- Émeraude Beach Attitude, Mauritius
- Blue Lagoon Beach Hotel, Mauritius
- Gold Leaf Hotel, Mauritius
- Paradise Touch Lodge Mauritius (Formerly Known as La Sirene Lodge and Restaurant)
- Colina Home Resort, Spain
- Hotel Bahia, Spain
- Hotel Mundial Club, Spain
- FERGUS Style Plaza SPA Paris, Spain
- Hotel Condal, Spain
- Hotel Riviera, Spain

- Coral Star Hotel and Apartments, Spain
- The Hotel Sidorme Viladecans, Spain
- The Senses Resort, Thailand
- The NAKA, Phuket
- AVISTA Hiwayway Phuket Patong
- MGallery by Sofitel Thailand
- T-Villa, Thailand
- The Pelican Residence and Suites Krabi, Thailand
- Novotel Hua Hin Cha Am Beach Resort and Spa Hotel, Thailand
- The Riviera Golf Club, Philippines
- Subic Bay Yacht Club, Philippines
- The Bayleaf Hotels, Philippines
- Hotel Amber, Nairobi, Kenya
- The Marker Hotel, Dublin Ireland
- The Parliament Hotel, Dublin, Ireland
- Druids Glen and Golf Resort, Ireland
- O'Callaghan Mont Clare Hotel, Ireland
- The Parkview Hotel, County Wicklow, Ireland
- Portmarnock Hotel and Golf Links, Ireland
- Fitzpatrick Castle Hotel, Dublin, Ireland
- The Sandymount, Dublin, Ireland
- O'Callaghan Stephens Green, Dublin, Ireland
- Tifco Hotels, Ireland

- Sunset Inn, U.S
- Regency Inn & Suites, Altus, U.S
- Holiday Inn, U.S
- Hotel Hilton, U.S
- Holiday inn Express (HIE), U.S
- Hotel Royal Orchid, India
- Hotel Hyatt, India
- Lords Resort, Silvassa, India
- Club Mahindra, Shimla, India
- Royal Orchid Golden Suites, Pune, India
- Lords Inn, Rajkot, India
- Hotel HQ, Goa, India
- Hotel SG Comforts, Hyderabad India
- Hotel Good Times, New Delhi, India
- Hotel Shilpa Residency, Mumbai, India
- The Royal Plaza, Gangtok, India
- Citrus Hotels, Pimpri, Pune, India
- Nak-sel Hotel Resort and Spa, Bhutan
- Pleasant Days, Chennai, India
- Mirage Lords Inn, Nepal
- Hotel Le Grande, Mumbai, India
- Cambay Sapphire, Gandhinagar, India

ABOUT MATRIX

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; Matrix is committed to keep pace with the revolutions in the telecom and security industries. With more than 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems, Video Surveillance System and Fire Alarm Systems. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.

For further information, please contact:



MATRIX COMSEC

Head Office
 394-GIDC, Makarpura, Vadodara-390 010, India.
 Ph: +91 265 2630555
 E-mail: Inquiry@MatrixComSec.com
 SMS 'MATRIX' to +91 99987 55555

www.MatrixTeleSol.com

Due to continuous technology upgradations, product specifications are subject to change without notice.