

## VIRTUAL PBX FOR HOSPITALITY

# Delivers a best-in-class, frictionless guest experience

Purpose-built platform for hoteliers, easily scales to an all-inclusive UCaaS/CCaaS solution

## Secure. Robust. Easy.

Windstream Enterprise Virtual PBX for Hospitality (HvPBX)—powered by Mitel—is backed by our dedicated team of experts with over 20 years of experience in hospitality communications. As a single point of contact, we're here to help elevate and transform your guests' experience.

Windstream Enterprise HvPBX Services	Hospitality Lobby/BOH (SIP or Analog)	Hospitality Guest (SIP or Analog)	Hospitality Admin	Hospitality Suite
Extension	✓	✓	✓	✓
InnLine Voicemail		✓	✓	✓
Voicemail to Email (SMTP relay)			✓	
iCharge Call Accounting		✓		✓
Extension Reporting	✓	✓	✓	✓
Multiple Phone				✓
Single Number Reach (Twinning to Cell Phone)			✓	
Teleworker			✓	
SIP-enabled	✓	✓	✓	✓

# Partner with an industry-leading provider.



Use HvPBX alone or easily scale to an all-inclusive UCaaS/CCaaS solution for benefits that create a best-in-class Guest Experience as a Service (GXaaS).

## Flexibility

Improve mobility and scalability to ensure consistent, excellent GXaaS

## Simplicity



Support 24/7 uptime in a simple, easy-to-use communication system

## Agility

Integrate with third-party hospitality applications, CRM and PMS interfaces

## Intuitive

Improve collaboration between staff and across properties

<b>HvPBX</b> Hospitality Virtual PBX	 <b>UCaaS</b> Unified Communications	 <b>CCaaS</b> Contact Center
<ul style="list-style-type: none"> <li>+ Ideal for mid-sized properties with minimal IT resources</li> <li>+ Easily replace end-of-life equipment or integrate and retrofit with existing phone system</li> <li>+ Converged LAN/WAN for voice and data</li> <li>+ 99.999% SLA with on-site resiliency option</li> <li>+ No expensive maintenance contract</li> <li>+ Includes all software updates so you always have the most current features</li> <li>+ Pay per room</li> </ul>	<ul style="list-style-type: none"> <li>+ Instant messaging/chat</li> <li>+ Presence and mobility</li> <li>+ Audio/web/video conferencing</li> <li>+ Centralized, online admin management; customize multi-instance architecture</li> <li>+ Pay-As-You-Go model, per user/seat</li> </ul>	<ul style="list-style-type: none"> <li>+ Efficient inbound and outbound call center routing</li> <li>+ Omni-channel case management supports interactions and analysis across voice, chat, email, SMS and social</li> <li>+ Automated features include auto-attendant and Interactive Voice Response (IVR) applications</li> <li>+ Call monitoring and recording for quality assurance</li> <li>+ Intelligent routing and reporting analytics</li> <li>+ Add/subtract users in cloud-based app</li> <li>+ Fee-based alternative to CAPEX on-premises solutions; pay only for licenses used</li> </ul>

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about HvPBX and all other 'Power of One' Hospitality solutions, visit [windstreamenterprise.com/industries/hospitality](http://windstreamenterprise.com/industries/hospitality) or call **844.820.2300**