

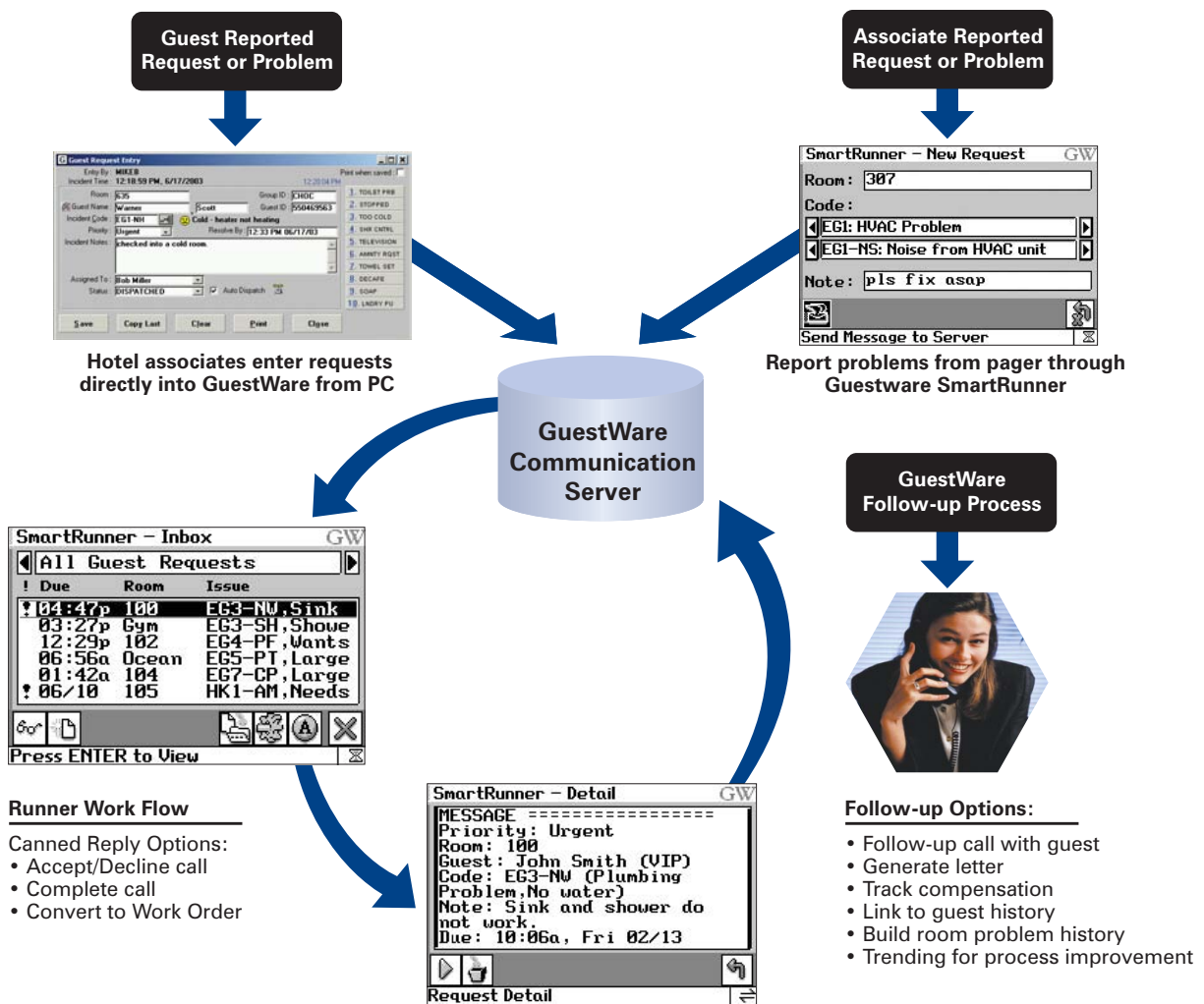
Accelerate Response Time



The Communication Server, an optional application module with GuestWare, integrates two-way messaging (or other types of text-based messaging) with GuestWare's Rapid Response module. The software automates the dispatching process by allowing staff to receive and close requests from a pager or cell phone. The result: fast and consistent service that is personalized, measurable and less labor-intensive.

Simplify Work Flow

When a guest reports a request or maintenance issue, hotel associates can either log it directly into GuestWare Rapid Response or from a SmartRunner two-way messaging device. The calls are automatically dispatched to the appropriate runner based on rules set up in the Communication Server. The runner can then respond and close out the call via pager which communicates back to the guest service agents that the call is completed. Every guest request logged into GuestWare streamlines work flow and provides valuable information for follow-up and process improvement.



Improve Service and Lower Operating Costs

Customize Your Own Solution

Text messages dispatched from GuestWare’s Rapid Response module can be configured to include the room, guest name (automatically with PMS interface) and the request or problem. The Communication Server can be configured to send a reminder page to the runner if an incident is not completed within its specific priority time limit. The Server also can be configured to send an escalation page or e-mail to a supervisor or manager if the call is not received or completed within a specified time.

Two-way Messaging Options

Outside Carrier Solutions



Timeport*

Blackberry*

Nextel*

** SmartRunner enabled*

Premise Based Wi-Fi Solutions



Spectralink

Mobile PC*

** SmartRunner enabled*

Set Your Own ‘Rules’

The Communication Server includes a “rules” engine that allows each hotel to customize its own system to match work flow. Based on the type of request, rules can be set up to automatically dispatch the appropriate pager. Rules can be configured by section, floor, tower, zone, department, trade, type of problem, shift, priority and rotation within a group of pagers.

| Standard Features | SmartRunner Features |
|--|------------------------------------|
| Guest status displayed (VIP or Repeat) | Simple menus specific to GuestWare |
| Reminder and escalation pages | Ability to change incident codes |
| Pager transmission verification | Ability to report a work order |
| Convert calls to work orders | Variable tones based on priority |
| Forward requests | Ability to add solution codes |

Technical Overview

The Communication Server is a MS SQL Server application that runs as a service on a Windows NT Class machine. Messages are sent and received through either a direct IP connection with Nextel and Pocket PC or a MAPI compliant e-mail system such as Microsoft Exchange. Custom interfaces to in-house paging systems or non-standard devices are available upon request.



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To learn more about GuestWare, call for a free demonstration or go to www.guestware.com.