



fusion

//THE FUSION SERIES
HOSPITALITY SOLUTIONS

○ Hospitality Communication

Hotels and Resorts get just one chance to generate repeat business; and repeat business is good business. Think about a bad experience you've had at a hotel; did you go back? Did you recommend the establishment to friends?

The need for an adequate communications infrastructure is a given, but the best system won't deliver the best benefits without the necessary process integration to achieve a Service Activity Management System (SAMS) that will:

- Enhance Guest Relationship Management
- Increase Resource and Staff Efficiency
- Ensure Staff Accountability
- Generate Revenue Through Repeat Stays

The Event Management Module, your event-driven service activity management system, integrates your infrastructure and provides information on situations and responses.

Sense
Engage
Receive
Monitor

Manage



○ The Event Management Module

Let the Event Management Module leverage your Communications Infrastructure to enable your organization to *Sense*, *Receive*, *Engage*, *Monitor* and *Manage* the thousands events that drive your operations daily.

Sense – Real-Time Events

The Event Management Module (EMM) will *Sense* events in real-time by taking inputs from your sensory systems; call buttons, both guest and staff activated; POS call buttons, fire alarms, security systems, building management systems and so on.

Receive – Event Notification

The EMM applies your process rules to ensure that the right people or teams *Receive* the right event notification at the right time.

Engage – Staff Activity

With the EMM, the right people can *Engage* with the required task - effectively and efficiently.

Monitor – Event Status

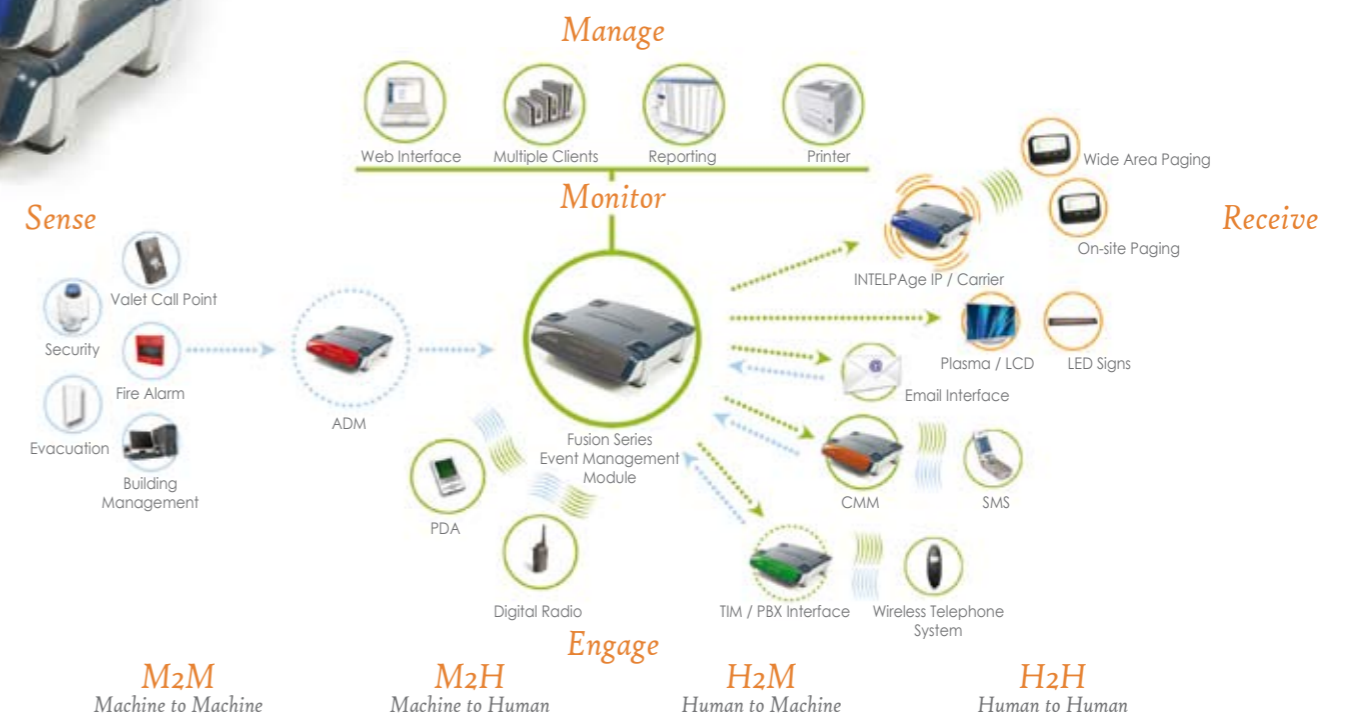
The EMM will *Monitor* the status of all events to resolution and apply your process rules to close, cancel, hand off and escalate the event.

Manage – Process Rules

Let the EMM *Manage* the Interfaces, Device Profiles, Event Types, Individual and Team Responder Profiles, your process rules and the Response Profile for every event, across every room, across every floor, across the World if necessary.

“...your event-driven service activity management system...”

Fusion Series Solution Structure



○ Service Activity Management Information

The information captured, processed and generated provides a real-time picture of your organization's response to the thousands of events that drive your people and assets on a daily basis.

This is information that allows you to make informed decisions on staffing and resource levels, process performance and changes that are always necessary in such a dynamic environment.

Being able to get important messages to any person or any group, anywhere, enhances workflow and ensures a more informed and productive mobile workforce.

get the message

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