NEWS RELEASE

Mitel Mobile-First Applications Transform the Hotel Guest Experience

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- Today's guest experience is increasingly driven by cloud and mobile
- Mitel helps hotels streamline operations, boost productivity and build loyalty
- Mitel integrates with 85 property management systems and applications

Mitel® (Nasdaq:MITL) (TSX:MNW), a global leader in real-time business, cloud and mobile communications, today announced enhancements to **HotelMGR**, a purpose-built solution available in the cloud or on premises to help hotel staff more efficiently manage workflow and maintenance schedules - even when mobile - and improve delivery of guest services.

Along with HotelMGR's current features, which include issue prioritization, tracking and customization, a fully-integrated app is now available to make service ticket creation and management quick and easy. Once created, skills-based dispatching directs the ticket to an appropriate staff member's mobile device and enhanced service level agreement reporting can be used to monitor resolution time. Additionally, a new dashboard view simplifies management of daily and monthly faults within a single screen.

Mitel hospitality solutions integrate with 85 property management systems and applications to make responding to guest needs faster and more efficient. HotelMGR can also be integrated across all major communications platforms to deliver a seamless voice interaction experience. Beyond Mitel, platform integration options include Avaya, Cisco,

Skype for Business, NEC and more.

Learn more about the **Mitel Connected Guests portfolio** and see how HotelMGR integrates with **Benbria's Loop OnDemandTM** at **HITEC**, June 20-23, booth 1425.

Quotes

"Our guests enjoy elegant accommodation, unparalleled service and all the amenities needed for an exceptional stay. To ensure that, we've implemented the most advanced technology within their rooms and behind the scenes to streamline operations," said James Pitts, Head of Engineering with London luxury hotel **The Lanesborough**. "HotelMGR helps us keep things running smoothly by automating and tracking service, facility and scheduled maintenance requests, and we can do all of that from a mobile device."

"The hospitality industry is on the cusp of significant change driven by mobile and cloud. Hoteliers, in particular, are seeing the public and mobile space threading into improved workflows between staff, who are largely mobile, and guests, who are always mobile," said Jim Davies, Vice President, Mitel Vertical Initiatives. "This results in more streamlined operations and more personalized guest experiences. Mitel is in a unique position to power this transformation with solutions spanning enterprise, mobile and vertical spaces."

Important Facts

- Mitel is the **fastest-growing** provider of cloud business communications in the world.
- Mitel is the only communications brand across five **Gartner Magic Quadrant reports for business communications**.
- Hyatt, Starwood Hotels & Resorts, Hilton Hotels & Resorts, Marriott International and other well-known hospitality brands trust Mitel.

Related Materials

- See how **Hyatt** and **Starwood Hotels & Resorts** are benefitting from a Mitel solution
- Watch the "Guest Experience of the Future" **video**

Social Media
Twitter: Mitel mobile-first applications transform the hotel guest experience
Twitter: Mitel to showcase new solutions and enhancements to HotelMGR at HITEC New Orleans

Tags/Keywords
Cloud, Mobile, Hospitality, Hotels, Guest Experience, Applications, Integrations, Hospitality