



NEWS RELEASE

Mitel and Hospitality Organizations Close the Gap Between Guest Expectations and Operational Reality Amid AI Transformation

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Purpose-built portfolio enables hospitality organizations to improve service coordination, evolve at their own pace, and protect people, operations, and data across complex property environments

OTTAWA, Ontario--(BUSINESS WIRE)-- Missed guest requests, delayed room turnover, and unresolved maintenance requirements are common hospitality issues that often trace back to communications gaps in an organization's operations and technology infrastructure. **Mitel**, a global leader in business communications, is helping hotels, resorts, cruise lines, and other hospitality operators modernize communications and deliver enhanced guest and staff experiences to drive brand loyalty and more profitable, efficient outcomes.

Mitel empowers properties to reduce operational silos and respond faster by connecting people, systems, and workflows across any device, property type, or deployment model.

“Hospitality runs on the ability to provide good customer service by promptly responding to guest

requests, supporting frontline employees, and keeping operations running across a property,” said Martin Bitzinger, Senior Vice President of Product Management at Mitel. “Mitel enables hospitality organizations to connect staff, guests, and systems through a secure, flexible communications foundation that supports modernization without forcing a one-size-fits-all deployment model.”

Hospitality organizations rely on real-time coordination across many departments, including the front desk,



maintenance, and back office operations. Communication breakdowns between these departments can delay guest requests, slow room preparations, and impact service consistency. For example, Frost & Sullivan research found that approximately seven in ten hospitality organizations experience communication inefficiencies across key operational functions, while 72% cite poor system integration as a major challenge.

Mitel empowers properties to reduce operational silos and respond faster by connecting people, systems, and workflows across any device, property type, or deployment model. Its solutions bring together flexible communications, AI-enabled automation, mobility, contact center capabilities, and secure integrations with property management systems and hospitality applications to support faster, more coordinated daily operations. This includes Mitel WX, the company's **recently announced** AI-enabled core communications app framework, which brings role-aware intelligence to these workflows, getting the right information to the right staff member at the right moment.

"Hospitality leaders are focused on improving efficiency while preserving the service moments that define the guest experience," said Robert Arnold, Senior Research Director at Frost & Sullivan. "The most effective strategies connect data, workflows, and operating models so automation can support staff at every stage of the guest journey."

Mitel's hospitality communications portfolio supports organizations across several key operational areas:

- Effortless connection for staff and guests: Connecting frontline and back-office teams in real-time enables properties to fulfill requests faster and reduce front-desk burden through AI-enabled agentic workflows, such as automated routing and AI-assisted request handling, and support for multilingual communication across diverse teams and guest environments.
- Flexible deployment for every property: With Mitel solutions, hotels, resorts, cruise lines, and other operators can choose on-premises, cloud, hybrid, or hosted models that align with brand and safety requirements, operational needs, and existing investments.
- Secure, compliant, and resilient operations: Enabling resilient communications, emergency notifications, panic alerts, lone-worker support, and security-conscious architectures that protect people, operations, and data.
- Integrated hospitality workflows: Connected communications, property management systems, hospitality applications, frontline mobility, and AI-enabled support streamline handoffs, improve response consistency, and keep service execution aligned across departments and properties.

Mitel's hospitality-focused offerings include **Mitel Workflow Studio** for AI-powered workflow enablement, and Mitel WX / **Mitel CX** for operational and guest engagement workflows. Upcoming additions to the portfolio include the H60 AI **DECT headset**, which provides hands-free voice-command capabilities for frontline productivity, and the space-saving Mitel 6903 handset for smaller footprint properties.

Those interested in learning more about Mitel's hospitality communications portfolio can visit booth 1852 at the **Hospitality Industry Technology Exposition and Conference (HITEC) 2026** in San Antonio, Texas, from June 15 - 18, 2026, to connect with Mitel experts.

To learn more, visit: <https://www.mitel.com/solutions/industry/hospitality>

About Mitel

A global market leader in business communications powering more than two billion business connections, Mitel helps businesses and service providers connect, collaborate, and provide innovative services to their customers. Our innovation and communications experts serve business users in more than 100 countries. For more information, go to www.mitel.com and follow us on [LinkedIn](#).

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