

Polycom® Hospitality Industry Solutions

Provide better service. Increase guest loyalty.
Reap high revenue.



Whether for remote check-in, staff communications or conferencing services, Polycom is helping hotels, casinos and other hospitality companies implement collaboration solutions, including wireless communications, to provide the best guest experience possible.

Integrating Voice, Video, Content and Wireless

Polycom offers the broadest range of solutions to enable anyone to successfully connect and conference, no matter what the environment. These solutions include almost any type of user device, as well as the necessary supporting infrastructure and management tools. All Polycom solutions are backed by a worldclass service and support organization, which Polycom delivers from its global network of 55 offices in 25 countries.

Only Polycom can take your collaborative communication network where it needs to go with the best products, the best partners, the best practices, and the most advanced services on the market today.

Voice

From a single phone line and wireless communications to large installed voice systems in meeting and ballrooms, Polycom solutions make audio sound clear and natural. In hospitality environments, IP phone connectivity between headquarters, hotel buildings and remote locations offers high quality, reliable, cost-effective communications. Applications can be embedded into IP phones to transform them into powerful productivity tools and a catalyst for fast decision-making. HD-quality sound ensures accuracy and full comprehension, which is critical in the customer service industry. And, conference speakerphones (with mobile phone immunity features) are ideal for corporate meetings and events. With unprecedented price and performance, hospitality organizations around the world are using Polycom voice solutions to enhance collaboration, gain a competitive advantage and reduce costs.

Video

Polycom video solutions deliver powerful, high definition customer experiences across desktops, meeting rooms, ballrooms, immersive environments, and more. In an industry where face-to-face, personal interaction with customers is the key to success, Polycom makes this a reality with HD video solutions that bring hotels, resorts and customers together – just like being there. Video-based kiosk-type devices can be used for product inquiries, remote check-in or support, to increase customer satisfaction. Key information and content such as inventory levels, customer survey results, competitive analyses, and occupancy statistics can be shared with more impact. Training to new employees or on new processes can be provided when needed without the requisite travel to each individual property. And, critical HR processes such as interviewing can be shortened.

Benefits

- Improved Guest Experiences
- Increased Customer Satisfaction
- More Efficient Employee Training
- Enhanced Communications
- Solid Return on Investment

Key Applications

- Property-wide Communications
- Employee Training/Distance Learning
- Service Kiosk

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Wireless

Polycom offers the most durable, feature-rich, and cost-effective wireless telephony solutions to streamline communications across the property – from the front desk to catering to maintenance to housekeeping to security. Polycom wireless seamlessly integrates with a facility's existing PBX and Wi-Fi network and offers customized integration to many applications including CRM, security systems, slot machines and others. Hotel, resort and casino staff have immediate access to one another from anywhere within the property, ultimately resulting in improved guest satisfaction and business efficiency. Staff members can also personalize the guest experience by responding in real time to any request, not to mention efficiently and discreetly handle VIP arrivals, unplanned events or emergencies.

Key Applications

Property-wide Communications

Polycom provides hotels and casinos with the ability to communicate, in real-time, from anywhere on the property. Video conferencing provides regular face-to-face communications between property staff and corporate headquarters. HR can

easily provide training to new employees. Wireless telephones allow staff to keep in touch regardless of their location on the property. And in a casino, wireless telephones can be directly integrated into jackpot notification systems to alert security or floor managers that a jackpot is won. The benefits of using Polycom throughout a hospitality property are obvious: improved and more efficient operations, better coordination and real-time communications with no air-time charges.

Employee Training/Distance Learning

With high turnover and widespread, often global, operations, training is a major challenge in the hospitality industry. Companies often have a dedicated training team responsible for regularly visiting individual properties and conducting training sessions. Polycom collaboration solutions allow employees in multiple properties to receive distance learning training on the latest processes, policies or procedures.

For more information on Polycom enterprise solutions, contact us at enterprise.solutions@polycom.com.

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