

COMXCHANGE™

WHY IS IT RIGHT FOR MY PROPERTY?



360 NETWORKS

CLOUD & ON-PREMISE SOLUTIONS

WHY IS COMXCHANGE RIGHT FOR MY PROPERTY?

REDUCE COSTS



OPEN STANDARDS MEANS REDUCED COSTS

Traditional proprietary phone systems must be developed, maintained and supported by a single manufacturer at a considerable cost, which is ultimately passed on to you, the customer.

This is especially true when proprietary systems are discontinued, leaving you with obsolete equipment that is only available from one manufacturer and forcing you into escalating support costs.

Conversely, ComXchange leverages the power of open standards hardware. We're not interested in locking you down to proprietary, expensive equipment and upgrades. Allowing you to choose from a host of best in class products compatible with ComXchange translates into lower hardware prices, easier upgrades, better access to equipment and protection from obsolescence.

Ultimately, we are able to deliver extremely cost effective systems up-front, with the added benefit of cost savings for you down the road, which is a powerful combination.

CONTROL TELECOM COSTS WITH SIP TRUNKS

Are you looking for ways to reduce telecom expenses? ComXchange includes native support for next-generation SIP Trunks. In most cases, SIP trunks are much less expensive than analog circuits, while providing superb voice quality and reliability.

WHAT IS A SIP TRUNK?

SIP Trunks are a new way of connecting a PBX to the PSTN (public switched telephone network). They are essentially virtual circuits delivered over a managed IP (Internet) connection. When a call is placed to an external number, the PBX sends the necessary information to the SIP Trunk provider, who establishes the call to the dialed number.

WHAT ARE THE ADVANTAGES OF SIP TRUNKS VS TRADITIONAL CIRCUITS?

SIP Trunks cost considerably less per trunk than analog circuits, plus there is less equipment to buy. Furthermore, local, long distance and broadband internet can all be combined on one circuit.

This means lower costs, one bill and one point of contact for your telecom services.

ENHANCE GUEST SERVICE



FEWER INTERFACES MEANS FEWER INTEGRATION CHALLENGES

Multiple interfaces, vendors and servicing distributors often create discord and additional expenses when trying to tie systems together.

ComXchange eases this by providing an all-in-one solution. At the end of the day, fewer interfaces means fewer challenges for you.

ComXchange is an all-inclusive Communications Server; PBX, voice messaging, automated wake-up calls, unified messaging, auto attendant, hosted conferencing, call accounting and workflow management are all housed and integrated within ComXchange and simply connect to the PMS.

SIMPLIFIED LICENSING = NO HIDDEN COSTS

You are probably accustomed to other vendors charging for every feature and type of license. While other vendors use a la carte licensing, ComXchange reduces costs and confusion with its simplified universal licensing scheme.

You no longer need to upgrade your license for every feature you want to use. In fact, ComXchange actually allows you to freely upgrade an extension from analog to IP if you wish to do so. There are truly no hidden costs.

IMPROVED HOUSEKEEPING FUNCTIONALITY

Perhaps a guest comes to check in early. In many cases, what follows is a scramble to find out if the room is clean and ready. With ComXchange's built-in Enhanced Housekeeping functionality, room statuses can easily be updated by housekeepers using guestroom phones.

Housekeeping staff members use guestroom phones to call ComXchange's built-in Enhanced Housekeeping module to record their entry and exit from rooms. The status change is then immediately communicated to the PMS and can be viewed by the front desk staff.

Additionally, an easy-to-use web interface provides convenient access from any hotel computer with a web browser installed.

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ENHANCE GUEST SERVICE



FULLY-FEATURED CONFERENCE BRIDGE FOR BUSINESS CUSTOMERS

Does your property have regular business customers, board rooms or meeting rooms?

ComXchange includes a fully-featured conference bridge. There's no additional equipment to buy. This important feature provides business travelers and staff with a valuable service without the added cost of an outside conferencing service. While many built-in conference bridges are cumbersome to use, ComXchange's conferencing is simple. The hotel simply gives the guest a toll-free number and pin which allows callers to join.

EASILY PROGRAM AND MANAGE WAKE-UP CALLS

Guests can easily program wake-up calls themselves right through their guest room phone.

This important hospitality feature makes wake-up calls effortless for your staff. What's more, guests can even choose to "snooze" when the call is received by pressing any key.

For special guests, ComXchange supports VIP wake-up calls. ComXchange can call a designated extension, such as the front desk, and then connect to the guest room for a live wake-up call.

ComXchange doesn't stop at programming and making wake-up calls. To further manage calls, staff can simply use a web browser to pull wake-up call reports with valuable information such as missed wake-up calls.

ROUTE CALLS EFFECTIVELY WITH AUTOMATED ATTENDANT

Many hotel services and departments such as sales, food and beverage and gift shops can benefit from ComXchange's automated attendant.

Multi-level menus allow customers to easily get the information they're looking for, all while keeping your operator available. Plus, after hours calls no longer have to be missed opportunities.

Time-based routing allows calls to be directed to a live person at all hours. This means better service, with reduced staff.

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IMPROVE HOTEL STAFF EFFICIENCY



MAKE MESSAGING EASY WITH SIMPLIFIED UNIFIED MESSAGING

With ComXchange Simplified Unified Messaging (UM), you receive your voice messages as e-mails.

You can easily listen, save and forward messages while reviewing your e-mail. Unified messaging provides a system for accessing voice messages via your telephone or e-mail. When a caller leaves a message for a staff member, ComXchange sends that member an email notification, which includes an audio attachment of the voicemail message.



NEVER MISS A FAX AGAIN

Perhaps a customer faxes a time-sensitive contract to a sales person, but they are on vacation. No problem. The ComXchange fax server easily directs faxes to multiple staff email accounts for increased accountability.

As a result, a sales manager still receives copies of faxes when a sales person is out, and can take appropriate action. Additionally, since fax messages are seamlessly integrated with your email you can easily forward and store them. This greatly reduces the need to keep paper records of fax communications.



TRACK DOWN STAFF WITH FIND-ME/FOLLOW-ME

Imagine easily being able to track down maintenance, housekeeping and support staff. Perhaps the front desk needs to quickly find a maintenance person to attend to an emergency.

With ComXchange the front desk simply dials the maintenance person's extension. From there, ComXchange calls a preprogrammed sequence of devices. For example, if the maintenance person is at lunch and doesn't pick up his/her office phone, their mobile phone is called. With Find-Me/Follow-Me, ComXchange ensures staff members are never out of reach.

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IMPROVE HOTEL STAFF EFFICIENCY



ENSURE WAKE-UP CALLS WITH WAKE-UP CALL REPORTING

Missed wake-up calls can be a guest service nightmare. ComXchange provides a greater level of accountability by generating missed wake-up call reports. Front desk staff can simply use a web browser to pull a report of missed wake-up calls and follow up with those guests.

Additionally, if a guest inquires about a wake-up call, staff can simply view the web-based report with valuable information like number of attempts without an answer, time of each attempt, etc.



EASILY EXTEND PHONE SERVICE TO REMOTE OFFICES & TELEWORKERS

The ComXchange IP platform allows hotels to easily extend the power of their phone system to remote offices and teleworkers through the internet. Since most remote workers have internet connectivity already, this generally incurs very little expense.

Imagine a remote worker utilizing the full benefits of your phone system as if they were at the physical hotel, all without additional telecom expenses or equipment.



MAKE CALLS FROM ANY COMPUTER WITH A SOFTPHONE

With the ComXchange open architecture, a telephone no longer has to be a traditional telephone. Just about any network connected PC or laptop can be transformed into a phone simply by installing and configuring a softphone application.

Most softphones offer the same features as traditional phones, and in many cases, even more features. Maybe your sales staff gets hit with a foot of snow and can't make it in. If they have a computer with a softphone application available, they can make and receive calls as if they were in the office.

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COMXCHANGE CLOUD

With ComXchange Cloud, hoteliers can utilize the features of ComXchange with the added reliability and benefits of cloud infrastructure. A cloud solution can generate substantial cost savings, while providing greater performance and piece of mind.

SHARED RESOURCES

The cost for a single user to occupy space within a data center would be prohibitive.

The advantage for hotels and users is the concept of shared resources and services, which is then only a fraction of the overall cost of facility operations and the initial cost of hardware.

While each user has its own dedicated modules or server space, the design of the Data Center is intended to service thousands of users and can be expanded as needed.



SCALABLE

How often do hotels have to choose between adding additional features or stations and the cost to upgrade to a higher capacity system? In a hosted environment, you only pay for what you need and provisions for expansion is unlimited.

Want to build a new wing with 30 guestrooms or simply add a new admin office work station, with computer and telephones but your servers are already at maximum capacity.....That will never be an issue with a hosted solution designed to service thousands of users and can be expanded as needed. The 'Sky' is the limit...!!

CONSOLIDATION

For hotels that are part of a management group or just owners that own more than one or two or two dozen hotels, hosting provide easy adaptation to operate multiple hotels located in different areas of the country using one system.

That's right, you can share the recourses of your hosted systems between multiple properties, multiple flags, multiple infrastructure designs.

LOWER MAINTENANCE & SERVICE COSTS

You will not need the same level of individual property maintenance support or on-site service.

Data centers are staffed 24/7 by experts who can diagnose issues and switch out components in a fraction of the time typically required for a traditional service call.

EASILY ADD NEW APPLICATIONS

One of the outstanding benefits of hosted solutions is the ease and lower cost of adding new or enhanced applications and features.

They are already installed in the data center and it's just a work order away from adding enhanced capabilities to your platform.

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ADD-ON MODULES

CALL ACCOUNTING

Our Call Accounting Module seamlessly integrates with ComXchange to provide a trouble-free call accounting system. You can simply connect through a web browser to view a host of reports, and even assign VIP pricing to a guest.

Additionally, this module's client software is easy to use, which makes changing call pricing a simple task.

KEY FEATURES

ACCESS USING EASY-TO-USE WEB-BASED INTERFACE OR FRONT DESK CLIENT SOFTWARE

SEAMLESS INTEGRATION WITH COMXCHANGE MEANS NO INTEGRATION OR SUPPORT CHALLENGES

FLEXIBLE CALL PRICING GENERATES REVENUE

EXTENSIVE REPORTING CAPABILITIES



Next-Generation Call Accounting for Hospitality

ORDERLYSTATS

Are your customers on hold too long? Want to analyze how long reservation agent's calls are?

Easily find out with the ComXchange Enhanced ACD Reporting module.

Enhanced ACD Reporting from OrderlyStats brings key call center statistics to your fingertips.

KEY FEATURES

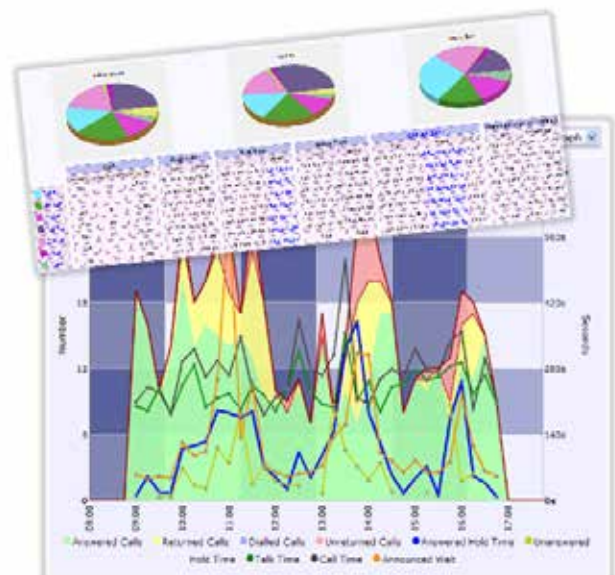
MONITOR CALL CENTER CHANGES OVER TIME

MEET PERIODS OF HIGH DEMAND BY ADAPTING SHIFT TIMES

REWARD PERSONNEL WHO PERFORM WELL

IDENTIFY AGENTS IN NEED OF TRAINING

ENHANCED ACD REPORTING MODULE By OrderlyQ





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