SANG*MA

HOSPITALITY
IMPROVE FUNCTIONALITY WITH UNIFIED COMMUNICATIONS

CUT COSTS
WITH SANGOMA

Unified Communications

Using modern unified communications systems means that other features like disaster recovery, mobile clients for hotel staff, easy management of call recording, voicemail blasts, call queuing and incoming voice prompts.

Everything from a Single Vendor

Sangoma manufacturers everything required for a voice solution for hospitality. UC solutions together with endpoints for desktop, PC and smartphone combine seamlessly with gateways and SBCs to create the complete solution from a single vendor.

Integrate Existing Room Phones

No need to change room phones. Sangoma's portfolio includes PBX / UC and gateways that can make room phones appear like IP-phones. Plug and play technology means simple management and seamless connectivity.

No Costly Add-Ons

With Sangoma all the features you need are already installed.

Cut call costs with SIP Trunks

Allowing your hotel to use SIP trunks means no more expensive ISDN line rental and exorbitant call charges.

UNIFIED
COMMUNICATION FOR HOTELS

Complete, Affordable integration

Sangoma offers complete, affordable UC solutions for small to large hotels.
Bring together IP-phones, existing standard room phones, mobile and desktop clients for staff through PBXact – Sangoma's UC solution.

Tight integration with most PMS systems ensure no features are lost in the transition to the new system.

Sangoma's UC portfolio is available in either hardware or software versions. The same great features are available regardless of the deployment type. Continue to use analogue room phones with Vega gateways and even manage them from inside PBXact.

PBXact

On Premises Phone Solution

If your business needs scalability, control and customisation from a phone system that is loaded with advanced Unified Communication features, at an affordable price, then PBXact is the answer. Whether you are looking to deploy on a dedicated appliance equipped with state-of-the-art technology or in a virtual environment, Sangoma provides the necessary power and connectivity for any hotel.

Cloud-based Phone Solution

Choosing a cloud-based phone solution doesn't mean you have to sacrifice the features and flexibility of a full-scale UC solution. With Sangoma, you can get a full contact centre, mobility, call control and productivity included with every user if required. Sangoma's hosted phone service delivers the customer experience businesses demand at an affordable price point.

IP PHONES
AND SOFTPHONES

Sangoma's product line includes entry-level, mid-range and executive level phones. All models include HDVoice and easy to use plug-and-play deployment. Enhance your users' productivity with built-in advanced applications, including voicemail, call log, contacts, phone status, user presence, parking & more.

ZULU UC CLIENT

Sangoma also has UC clients which means when your extension rings you can pick-up your call on your desk phone or your mobile.
Available for Windows, Mac, iOS and Android, Zulu means you never have to miss another call again and don't have to give out your mobile number to customers. As well as voice, Zulu also includes presence, contacts and messaging; and is included free of charge with PBXact.

ROOM PHONES
CONNECTIVITY

Convert Room Phones to look like IP-Phones

Use Sangoma gateways to seamlessly connect room phones to cloud based telephony services. As far as the ITSP or service provider is concerned, the room or analogue phones look just the same as an IP-phone would.

No need for re-cabling or expensive phones in each room. Multiple phones per room are supported.

Vega

Vega analogue gateways like the Vega 3000G and Vega 60G support up to 50 phones per gateway and up to 100 phones per 1U of rack space.

ITSP

WWW

SIP

VoIP GW

Analogue Phones
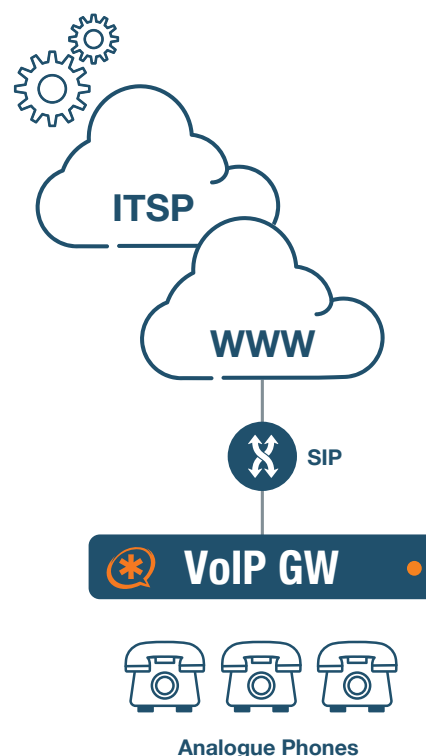
Long 8km Reach

Sangoma's Vega Gateways support loop length of up to 8km. This means a phone can be placed up to 8km away from where the gateway is located – great for remote rooms, gatehouses or entry points.

Message Waiting

Message waiting is an incredibly useful tool for many hotels. Vega gateways have powerful features to accommodate all your message waiting needs:
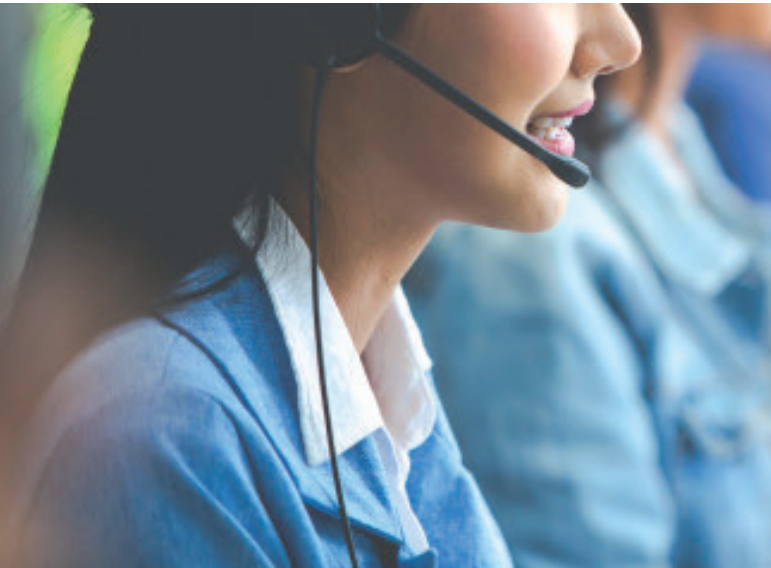
- No limit on voicemail blasts
- Neon and audio alerts   available
- All phone types supported

Resilience

A built-in tool called ENP means that if the internet connection fails all on-site IP-phones and analogue phones can still call each other and call outside for emergency calling (another gateway may be required).

CONTACT CENTRE
INCLUDED FREE

PBXact comes with contact centre features built-in

Great Customer Experience

- Multi-Lingual IVR to provide callers with audio in their native language
- Custom music on hold (MOH) and announcements to tailor what callers hear when they contact your hotel.
- After Hours call routing so that callers can still make reservations with another location even if your hotel reservation desk is closed.

Reservation Centre Experience

- Inbound callers can optionally hang-up while in queue and still retain their position in line
- Advanced queuing mechanisms helping longer waiting callers reach an agent quicker
- Automatically move longer waiting customers to roll-over queues which have available staff waiting to take calls

INTEGRATION
PROPERTY MANAGEMENT SYSTEM

All systems need to be unified and communicate together to provide guests with the best possible experience.

Sangoma Property Manager (SPM)

Designed for small-to-medium hotels, Bed and Breakfasts, and hostels; easily managed via a customised dashboard.

Receptionist Tools:	Check-in / Check-out and wakeup call requests
Restaurant & Room Service:	Food staff can manage menu purchases
Accounting and Billing:	Detailed graphical information of guests invoices, hotel reports and booking status

Integrate with existing PMS

PBXact can be integrated with over 100 PMS systems via middleware from Char.

SANG✱MA

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