

## Service Activity Management Information

The information captured, processed and generated by CommtechMessenger provides a real-time picture of your organisation's response to the thousands of events that drive your people and assets on a daily basis.

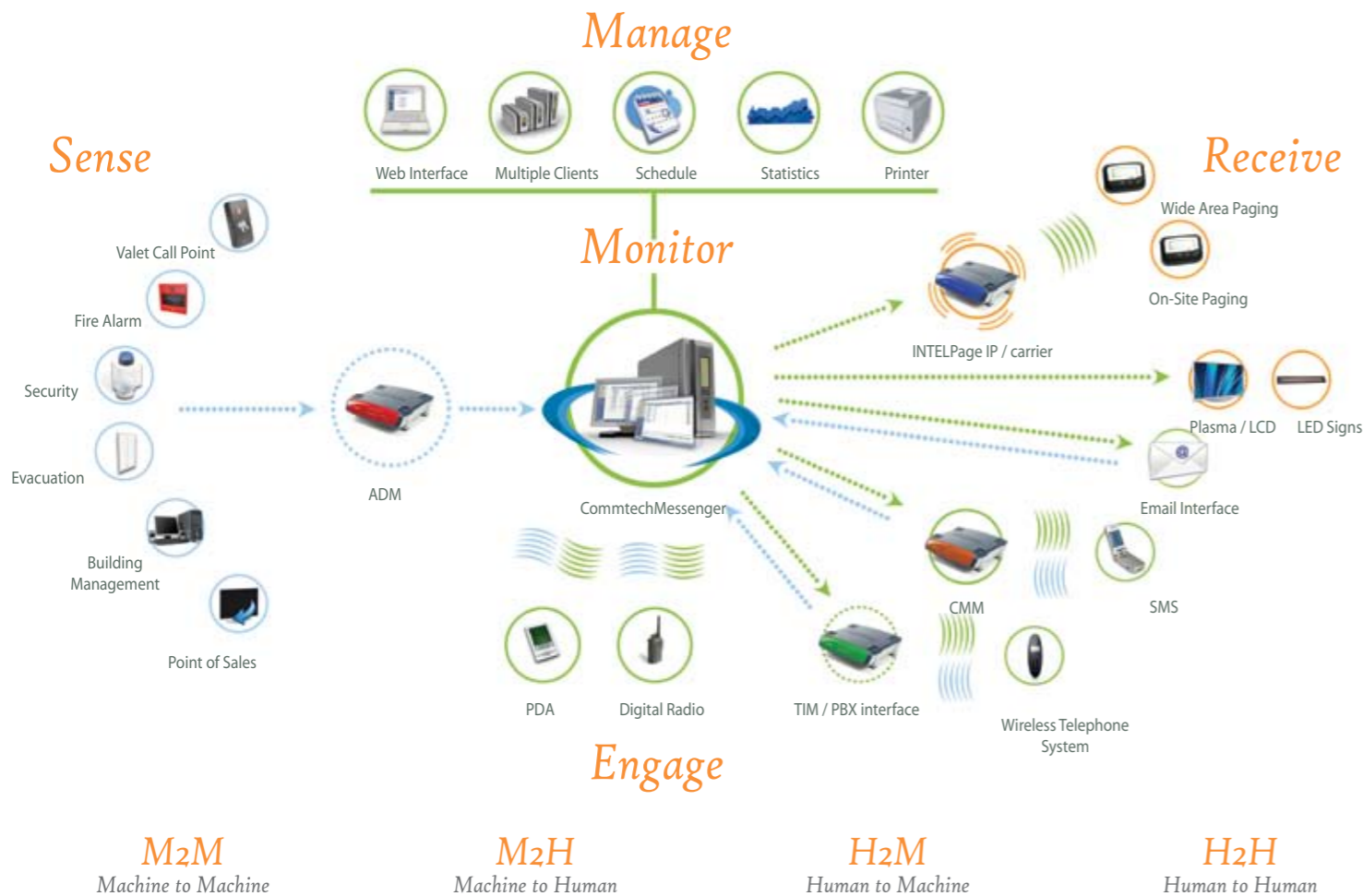
This is information that allows you to make informed decisions on staffing and resource levels, process performance and changes that are always necessary in such a dynamic environment.



# commtechmessenger

// hospitality solutions - hotels

## CommtechMessenger Solution Structure



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Sense Receive  
Engage Manage  
Monitor



### ○ Hospitality Communication

Hotels and Resorts get just one chance to generate repeat business; and repeat business is good business. Think about a bad experience you've had at a hotel; did you go back? Did you recommend the establishment to friends?

The need for an adequate communications infrastructure is a given, but the best system won't deliver the best benefits without the necessary process integration to achieve a Service Activity Management System (SAMS) that will;

- Enhance Guest Relationship Management
- Increase Resource and Staff Efficiency
- Ensure Staff Accountability
- Generate Revenue Through Repeat Stays

CommtechMessenger, your event-driven service activity management system integrates your infrastructure and provides information on situations and responses.

The ability to get important messages to any person or any group, anywhere enhances workflow and ensures a more informed and productive mobile workforce.

“...your event-driven service activity management system...”



### ○ CommtechMessenger – Event-Driven Communication

Let CommtechMessenger leverage your Communications Infrastructure to enable your organisation to *Sense*, *Receive*, *Engage*, *Monitor* and *Manage* the thousands of events that drive your operations daily.

#### Sense – Real-Time Events

CommtechMessenger will *Sense* events in real-time by taking inputs from all of your major sensory systems - Call buttons, both guest and staff activated; POS Call buttons, fire alarms, security systems, building management systems and so on.

#### Receive – Event Notification

CommtechMessenger applies your process rules to ensure that the right people or teams *Receive* the right event notification at the right time.

#### Engage – Staff Activity

With CommtechMessenger, the right people can *Engage* with the required task - effectively and efficiently.

#### Monitor – Event Status

CommtechMessenger will *Monitor* the status of all events to resolution and apply your process rules to close, cancel, hand off and escalate the event.

#### Manage – Process Rules

Let Messenger *Manage* the Interfaces, Device Profiles, Event Types, Individual and Team Responder Profiles, your process rules and the Response Profile for every event, across every room, across every floor, across the World if necessary.

