



Managed VOICE

Never Buy a PBX Again!
The Managed VOICE Solution

Managed VOICE, whether Hybrid (On-Premise-based) or Hosted (Cloud-based), is a VoIP based virtual phone service where all phone system hardware and software is owned and managed by Phonesuite. (Think cloud computing). This solution is a full-featured, low CAPEX offering with a reasonable and affordable ongoing monthly OPEX, giving the hotelier a true open-architected, evergreen platform to build upon their unified communication strategy throughout their enterprise portfolio of hotels. In addition, our platform is architected for flexibility, redundancy, scalability and is serviced direct from the manufacturer, insuring quality and seamless deployments with ongoing world-class service is being maintained.

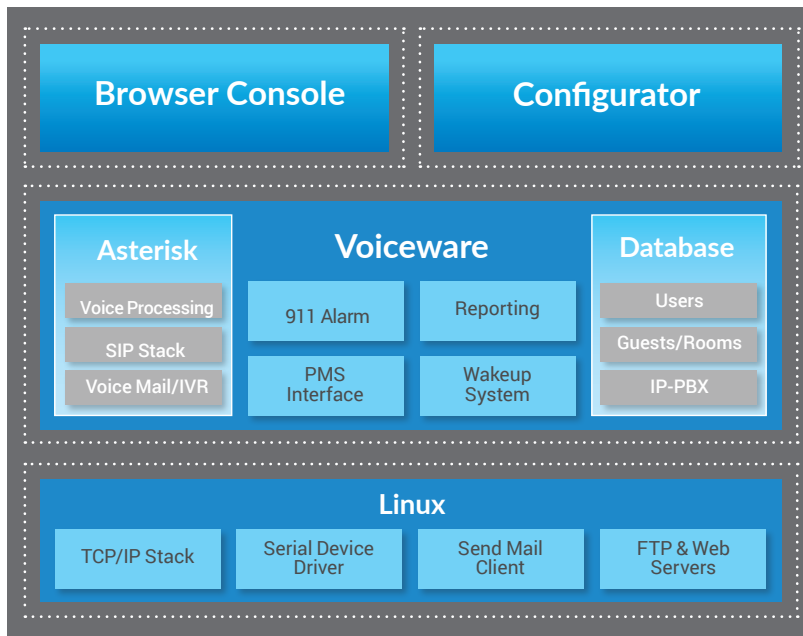


PHONESUITE™

HOTEL COMMUNICATIONS. ON-PREMISE. CLOUD. MANAGED.

THE VOICWARE PLATFORM

Voiceware is our software-based VoIP phone system (IP-PBX) application designed specifically for today's hospitality communication environment. The server-based core makes Voiceware extremely scalable and flexible while enabling Phonesuite to continually enhance and improve the hotel communication feature set without expensive equipment upgrades. Voiceware is designed and built in the U.S. by Phonesuite, and can accommodate hotels at any size and service-level. From a Boutique or Select 60-room hotel to a Full-Service Resort with over 1,600 rooms, the Voiceware platform has the proven experience in delivering high quality



hotel communication solutions. With over 5,500 hotels and for over 25 years, Phonesuite has been a certified and preferred provider for many national Brands. This is why Voiceware along with the Phonesuite Deployment Team can deliver a high-quality, feature-rich hotel communication solution at a reasonable price. Whether enhancing staff and call center productivity or delighting your guest with mobile integration and a more unified communication experience, Voiceware is the communication platform that allows the hotelier to think more strategically about hotel communications they want to provide at their hotel.

ONSITE ARCHITECTURE

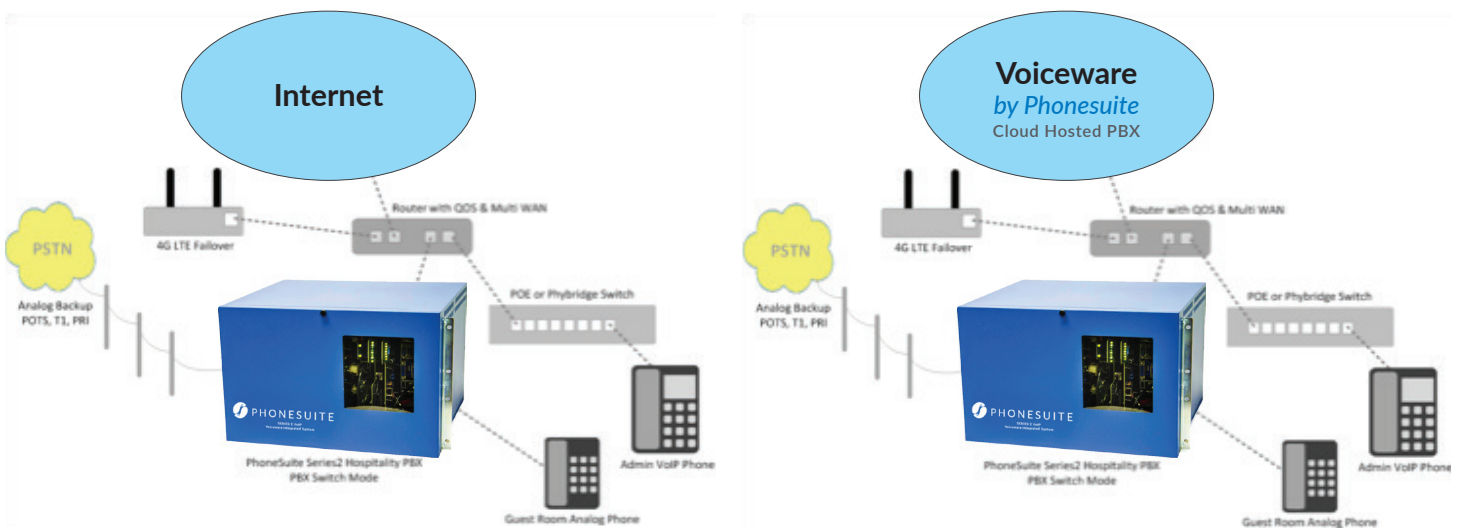
Managed VOICE is designed with high redundancy and resiliency, whether Hybrid (On-Premise-Based) or Hosted, (Cloud-Based), each platform is architected with the following steps for QoS and rapid failover.

- QoS Router and Monitoring
- Network Load-Balancing
- 4G Fail-Over
- POTS Line Fail-Over

The diagram below depicts onsite architecture design for both Managed VOICE options*:

Phonesuite Hybrid (On-Premise-Based)

Phonesuite Hosted (Cloud-Based)



*Note that in both the above options, Phonesuite onsite hardware is the same. Only the configuration changes, which allows the hotelier the enhanced flexibility to move from an On-Premise model to Cloud as they see fit. Phonesuite is the only communication provider who provides this option.

Voiceware Platform Includes:

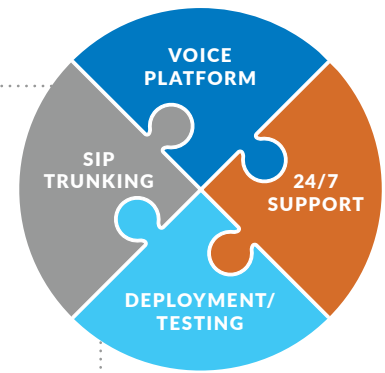
- Hospitality VoIP PBX
- Call Accounting
- Voicemail
- PMS Integration
- Full Hospitality Feature Set
- Deployment/Integration Services
- 24/7 Hardware & Software Support
- SIP Trunking-Local/Long Distance

Two Deployment Options:

- Hybrid (On-Premise-Based)
- Hosted (Cloud-Based)

The Phonesuite Managed VOICE solution includes:

- Voiceware Hospitality Communications Platform
- Installation and Deployment/Integration Testing
- 24/7 Support Software & Hardware
- SIP Trunking - Local/Long Distance/E911 Compliance



PHONESUITE ENGINEERING AND DEPLOYMENT PROCESS

Phonesuite invests in a number of standards and additional procedures to ensure a smooth and timely deployment of your Managed VOICE platform. Unlike many of our competitors, Phonesuite only employs factory-trained employees and technicians on our installs. We also do not subcontract our UAT Testing/Quality Assurance, Call Center or Remote Monitoring Services to third-party providers. You can be assured that whether onsite or remote, a factory-trained technician who understands hospitality and our solution will be ensuring your installation or support are handled as expeditiously as possible. As part of ensuring our core value of delighting our customers, Phonesuite has devised a 6-Phase Design, Deployment and Support process. Each deployment plan contains over one hundred tasks and is managed by one of our factory project managers to ensure a quality install is attained.



6-PHASE DESIGN, DEPLOYMENT AND SUPPORT PROCESS

• **Phase 1: Information Gathering.** This phase ensures the capture of all scope of work, along with customer's goals for hotel staff support and overall guest experience.

• **Phase 2: Design.** During the Design phase, Phonesuite engineers will review the network, telephony and infrastructure requirements to ensure Managed VOICE platform easily integrates into the hotel's existing environment while providing all communication requirements of the hotel. Once completed, the Phonesuite sales team will provide the customer with a budgetary quote or formal proposal.

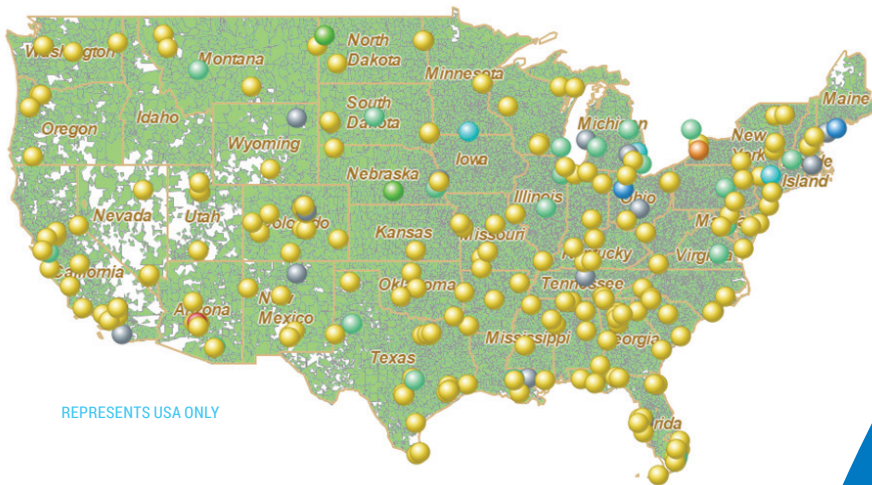
• **Phase 3: Pre-Installation.** After execution of the Managed VOICE agreement, your lead sales account manager will oversee the business relationship between your company and Phonesuite, while the Phonesuite deployment team will work to answer any preliminary questions or concerns you have on the installation process. An initial pre-installation kick-off meeting will be scheduled with the customer and deployment team to ensure full transparency and management of the deployment process.

• **Phase 4: Onsite Deployment.** Your onsite deployment will be managed by a factory team, consisting of a project manager, lead onsite engineer, remote tier3 engineer with local factory-trained techs scheduled onsite as necessary.

• **Phase 5: QA Testing.** Within this phase, the lead onsite engineer will oversee the testing of the entire Managed VOICE platform, including making test calls and administering a QA Checklist with onsite hotel customer liaison. In addition, training will be conducted onsite to the hotel staff on features and functionality of the Browser Console, Configurator, Reporting and overall phone operation, as needed.

• **Phase 6: Support.** Included in Support are the following:

- 24/7 Proactive Monitoring
- Lifetime "No Questions Asked" Warranty on all Phonesuite manufactured equipment
- 24/7 Factory-Maintained Call Center
- Upgrades on all Phonesuite manufactured hardware & software
- Free Move, Adds and Changes (MAC) configuration changes
- Free Daily Encrypted Backups for "Peace of Mind" Disaster Recovery
- Rapid Call Center and Onsite Response



OUR FACTORY-TRAINED SUPPORT NETWORK

Once our platform has been deployed and fully tested onsite, our Phonesuite support team, backed by our network of 250 factory-trained resellers and technicians, will provide 24/7 support to your hotel admin and guests through local support and our remote network operations and monitoring center to ensure staff and guest voice and communication quality is maintained.

KEY REASONS TO CONSIDER

- Low CAPEX Investment
- Full Turnkey Solution
- Open-Architected Software and Hardware
- Leading Technology
- Lifetime Hardware and Software Upgrades
- Flexible Deployment Options
- 24/7 Proactive Monitoring
- Rapid Call Center and Onsite Support
- Free MAC (Move, Adds and Changes)
- Free Daily Encrypted Backups
- “No Questions Asked” Warranty
- **One Low Monthly Fee**

CONTACT PHONESUITE FOR MORE INFORMATION: 800-245-9933



*Phonesuite Core Value –
‘Delighting the customer and
exceeding their expectations
through innovation and
trusted relationships’.*