

HospiX Open 2

Management System for Communication Services in Hotels and the Accommodation Business

HospiX Open 2 is a solution to support the operation of communication systems efficiently. The basic features include:

- Dual billing for efficient reporting and accounting of communication costs for telephony and internet *
- Management reports for controlling and documentation of communication traffic
- Comfortable service features, tailored for highest customer satisfaction

The integrated interface HospiX Connect enables data exchange between HospiX Open 2 and business-specific administrative systems (e.g. Front Office systems).

HospiX Open 2 is easily expandable through licenses and offers optional modules for a customized solution.

*With enhancement HospiX IGS

Features

Dual Billing System

HospiX Open 2 is the solution to control communication services.

The guest check-in activates the authorisation for telephony and internet.

Telephone costs are calculated using the connection data and individual tariff tables. The call accounting for telephony is based on minute prices and conforms to legal rules and price regulations. Individual surcharges can be added to these connection costs.

The MSI homepage offers downloads to update the tariff tables (with annual subscription of tariff tables).

HospiX Open 2 records the call data. The accounting for the guests is based on individual tariff models.

The basic software includes a predefined "Hotel Tariff MSI", which can be used for calculating the telephony costs. The pricing is highly configurable according to the individual requirements of the hotelier.

Internet usage may be charged by time or flat rates per day or per week.

Both services in combination may be offered in a so called "Fair-Flat".

The data can be transferred to other Front-Office systems (PMS) via interface for charging purposes.

Management Reports

For an efficient controlling different management reports are available.

Analysis of communication data for e.g.:

- Availability, e.g. time of ringing at the front desk.
- Private calls of employees
- Payload of trunk lines
- Fees / revenue of each call



Basic Features

- **Guest Check-In / Check-Out**
controlling the telephone system and the setup of the mailbox *
- **Group Check-In / Check-Out**
for a fast check-in of a group of guests
- **Class-of-Service Changeover**
time limited access to communication services like guest telephones and guest internet**
- **Tariff Assignment**
pricing of communication services can be flexibly assigned, according to the specifications of the hotelier
- **Printing of Invoices**
the option "temporary invoice" offers a detailed preview before printing the final invoice
- **Name Setting**
to identify the guest at the front desk phone (with display)
- **Comfort-Wake-up Call***
Voice prompted setting of wake-up calls. Wake up call in guest's language
- **Room Status**
the room status can be changed via the room phone.*

Availability of these features is depending on type of PBX.

Accounting Options

Hospix Open 2 is able to charge telephony and internet services according to the assigned tariff tables:

- Automatic accounting of all connections
- Charging with variable factors and surcharges
- Charging without additional fee for internal purposes
- Separation of private calls and business calls possible
- Guest charging
- Periodic reports
- Cost limits
- Prepaid
- Update of Tariff Tables via Internet

Client / Server Operation

The analysis of call data at different work stations with Hospix Open 2 can be realised with the client / server function.

PMS-Integration

The interface to the Front Office System (PMS) is implemented in Hospix Open 2 by default. All functions are controlled by check-in / check-out.

Hospix Open 2 requires only **ONE** interface at the PMS for accounting of telephony **AND** internet services and running the voice services*.

The communication data is automatically transferred to the PMS to generate the total account of the guest.

Access to PMS Systems

Hospix Open 2 supports numerous Front Office systems, such as:

- Micros Fidelio (Opera)
- Protel
- Hotline
- And more than 30 others, that you find on

www.msi-telesolutions.com/en/hospixconnect.php

or on request.

Language Selection of the User Interface

For a comfortable user interface, Hospix Open 2 supports multiple languages. The default language will be set during installation and can be changed by the user. Currently, the following languages are available

- German
- English
- French
- Italian
- Russian

Additional languages can be implemented in cooperation with MSI.

The help files will be shown in the same language.

* Enhancement with Hospix VoiceServices

** Enhancement with Hospix IGS

Optional Enhancements

The basic system of HospiX Open 2 offers optional system components:

HospiX VoiceServices SIP (VSS)

With HospiX VSS the following voice-prompted features become available:

- **Comfort Wake-up Call**
voice-prompted setting and execution of wake-up call in the guest's language on the room phone or at the front desk
- **VoiceServices for hotel staff**
voice-supported setting of room status and mini bar consumption with authorisation
- **Optional Guest Mailbox**
individual mailboxes for the guest
- **Message Waiting Indication (MWI)**
new messages for the guest are indicated by signal light or display

HospiX InternetGatewayServices (IGS)

This solution is available in two packages: Either as InternetGatewayServer (IGS) with pre-installed software and licenses with the number of users for those who will have managed internet access or as InternetGatewayServices as pure software solution running as a virtual machine.

HospiX IGS controls internet access of the guests with the following features:

- **Internet Authorisation**
activation of the internet access for the guest with PIN
- **PIN Creation at Check-In**
assignment of internet usage to the guest
- **Log-In Screen**
Log-in screen pops up when starting the internet browser
- **Accounting of Usage**
after login the data for accounting will be transferred

- **Separation of Networks (Security)**
separation of LAN for staff and LAN for guests to protect internal data against illegal access
- **Logging**
recording the internet usage of the guests to follow legal regulations

HospiX EventManager

In combination with **HospiX IGS** the internet access can be used for conferences. For easy handling, all attendees will get the same credentials for each conference.

This way internet access for mere conference guests is protected via PIN and can be allocated flexibly according to the number of conference guests.

HospiX Call Accounting (CA)

This license offers functionalities for periodic accounting of defined users (e.g. staff or permanent residents) where check-in and check-out is not applicable.

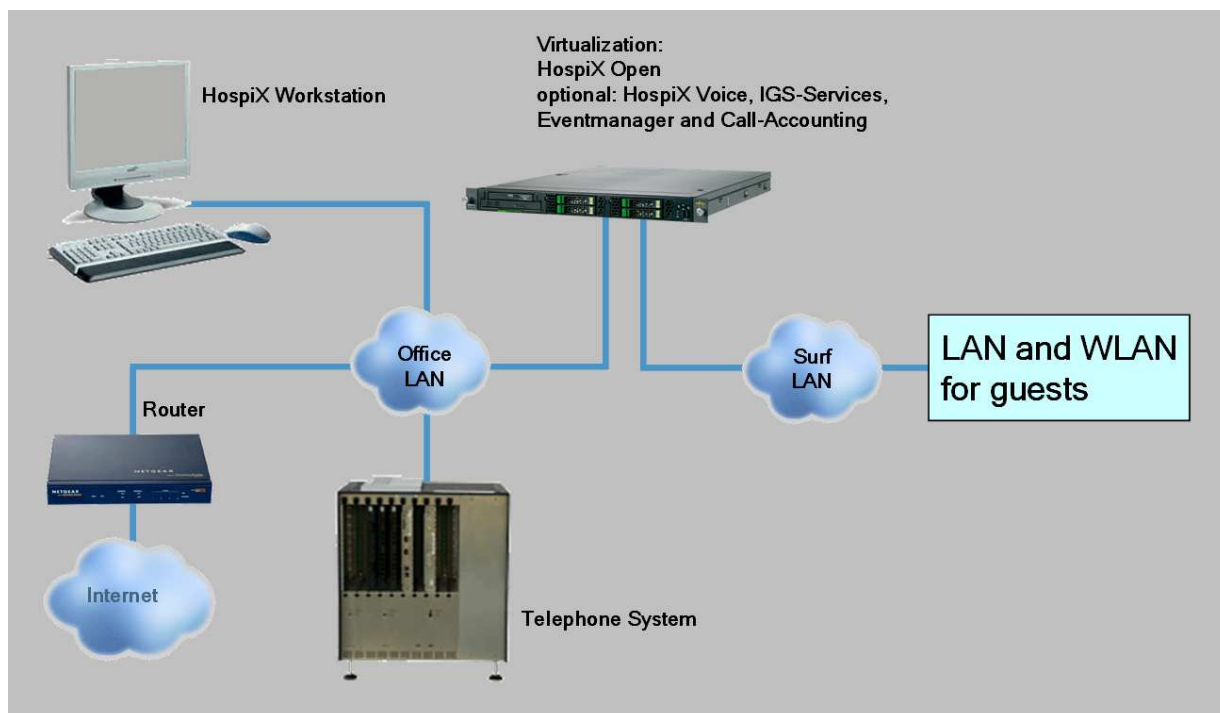
Automated reports and invoices (e.g. monthly) can be defined for these users.

The flexible combination of room and call accounting licenses in one HospiX Open 2 system guarantees a customized solution.

Enhancement with Networked PBX-Systems (Campus Solution)

In networked environments HospiX Open 2 may be handled from various branches. This offers a central controlling and class-of-service management for all users in the network.

HospiX Open 2 also records communication data of different PBX-systems.



Scheme of Configuration

Technical Preconditions

Requirements for the Telephone System

Hospix Open 2 provides an optimised feature set for the following systems and requires only a LAN interface at the telephone system:

- Aastra
- Alcatel-Lucent
- Avaya
- Cisco
- Panasonic
- Unify

See also:

www.msi-telesolutions.com/en/hospixconnect.php

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Server Requirements for Software Installation of Hospix Open 2

- Virtual machine with VMware or MS Hyper-V
- or
- Server ≥ 2 GHz // ≥ 4 GB
 - Network card, one free USB-port
 - Screen resolution 1024 x 768 / 16 Bit

Operating Systems

- MS Windows 7 Professional (and up)
- MS Windows 8 Pro (and up)
- MS Windows Server 2008
- MS Windows Server 2012

To learn more, visit our website

www.msi-telesolutions.com

Or you simply give us a call. We would be happy to advise you.