

BT Versatility Hospitality Solution

Part of our Telephony portfolio

More profit for your business. More value for your guests. The BT Versatility Hospitality Solution offers an extensive range of guest and visitor telephone services that are easy to track and bill.

Is it for you?

Apart from a warm welcome and excellent personal service, you need to make it easy for guests to go about their business and keep in touch with family and friends at home. And in return, you could earn vital extra revenue to boost your profit and improve service all round.

As well as providing fast, accurate and efficient call accounting, the BT Versatility Hospitality Solution enables you to offer extra services that will make guests feel more at home.

The package offers practical, easy-to-use telephone and internet services that guests can access from their room, the lobby and other key hospitality areas. The BT Versatility Hospitality package scales from 8 to 40 extensions.

Benefits and features

Account for every single call

- Register a guest phone on their arrival and the system will log all external calls the guest makes from their room during their stay, including any last-minute calls made before check out.
- Get an instant account of any calls you make on behalf of your guests. Once the call is completed the system will ring the reception phone and display the bill. If guest phones are barred from making international calls, you can still offer your guests the option of making these from reception and make sure they're fully accounted for on the bill.
- Prevent misuse and abuse by monitoring and restricting the use of phones in meeting rooms, reception, back offices, the kitchen and other administration areas.
- Print a fully itemised bill locally or via a PC printer.
- For a professional touch and to remind your guest, why not have your hotel's name printed on the bill?

Set realistic call charges

- Assign fixed, per-minute costs to local and long distance calls. You decide how much you want to charge guests for telephone services.

Extend a warmer welcome

- Check the status of any room, instantly, from reception. You can check whether a room is free, occupied, cleaned or needing service.
- Activate the message waiting light to tell your guests when messages are waiting for them at reception.
- Whenever it's convenient, your guests can set their own alarm calls from their room phone. As well as providing that all-important early morning wake up call, this facility can also be used to set important reminders.

How it works

The BT Versatility Hospitality Solution is a software upgrade that can be bought with a new system or added to an existing one.

It includes the full range of hospitality features, plus a programming and user guide, printer lead adapter and guest telephone guides. You may also purchase extra guest telephones from the BT Versatility 'V' range of Featurephones.

Typical customers

- Hotels
- Guest houses
- Nursing homes
- Recording studios
- Shared offices
- Internet cafes
- Airport business lounges
- Business bureaux
- Private hospitals
- Retirement homes



Making sense in a confusing marketplace

Flexible maintenance contracts

Eight-to-five, or around the clock, all year. We have the service assurance packages to match the way you do business – backed by a service level agreement.

StandardCare

8am to 5pm, Monday to Friday, with a guaranteed next-day response time.

PromptCare

8am to 5pm, Monday to Saturday, with a guaranteed four-hour response time.

TotalCare

24 hours a day, seven days a week, all year, with a guaranteed four-hour response time.

Finance options

If you want to minimise your capital outlay, you can take advantage of simple, flexible repayment options to cover your equipment, software, installation and connection charges. With BT Finance* there's no deposit to pay and rental agreements are designed to suit your preferred payment schedule, lasting from three to seven years. As well as being easier on your cash flow, it's a hedge against inflation and, depending on how your auditor treats the payments, you may be able to allocate them as a business expense, which could reduce your tax bill at the end of the year. There's an in-built technology refresh option whereby you can upgrade or add new equipment during the term of the contract and, if you wish, replace it at the end of the payment term.

*BT Finance is subject to credit approval and status. BT Finance is a registered trademark of British Telecommunications plc, used under licence by a panel of Funder and Banks which includes GE Capital Equipment Finance Ltd, 2630 the Quadrant, Aztec West, Bristol BS32 4QG.

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2006
Registered office: 81 Newgate Street, London EC1A 7AJ
Registered in England No. 1800000

Produced by BT Global Services
Designed by H&P Graphics Limited

PHME 46019/11/06



Service and support

In addition to our flexible maintenance contracts we understand that computer problems can cause serious disruption. Software crashes, installation problems and dead email quickly translate into wasted time, missed schedules and lost revenue. Is it the hardware? Is it software? Is it a virus? Who knows? With IT Support Manager (ITSM) our IT experts can securely take 'remote control' of your PC to help fix problems, without even coming on-site. All your IT requirements can be covered. From installing, configuring and repairing operating systems, networks and hardware and even your BT Versatility system.

We invest in premium skills and back up our teams with intelligent systems, efficient processes and an extensive range of services to last a lifetime in business – from telephone advice lines and online support through to full business continuity for risk management and disaster recovery.

Plus lifelong support for your solution

- Single point of contact through specialist technical centres (STC's).
- One of the largest field networks of any telecoms supplier with more than 1900 engineers nationwide, meaning backup usually within an hour's drive of any BT customer site.**
- Remote diagnostics and remote fault fixing, to enable minor technical problems to be resolved rapidly.
- Consultancy, project management, development, networking and installation.
- Telephone and web-based support helpdesks.
- Managed services including remote adds and changes.
- Business continuity services, including data backup, security audits, health checks and disaster recovery.

**Response times dependent on suitable service assurance contract

Why BT?

We have the capability to deliver and manage the whole solution

- BT is a principle supplier of business communications and is one of the market leaders in system sales and service provision.
- We are a one-stop solutions shop – from telephony to data, infrastructure to mobility, be it a small office business system to a fully converged solution; packaged applications or managed services.
- Our expertise covers everything you need: – from the cabling under your feet to the applications on your desk – from consultancy, systems development, installation through to maintenance, technical support and account management.
- We offer a complete and consistent service wrap, with a service portfolio spanning the life of your solution.
- We can offer you a tangible local partnership for ownership and accountability, and a national partnership to ensure true scalability.
- BT has teamed up with world-class suppliers to give you access to the widest range of quality products and services – from systems integration and logistics through to product development, technical support, customer service and sales and marketing support.
- BT has been awarded the highest possible partnership status by Nortel, Cisco Systems, Microsoft and Avaya – proof that we meet and exceed the standards set by the world's top communications companies.

Contact & Further Information

Visit www.bt.com/cs/btversatility

- Call on Freefone 0800 389 4848 Quoting 46019
- Talk to your BT Account Manager
- Visit www.bt.com for anything else in our portfolio