

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

HOTELECOM

Telephony is one of the most basic guest services. By providing telephone service, hospitality establishments must accurately bill to recover costs and generate profits. Call tracking is vital to maintain precise billing, improving revenues and margins. TriVium Systems offers Hotelecom, to provide hospitality markets an organized and efficient way to accurately manage, track, and bill guests for their telecom usage, integrated with their Property Management System (PMS). TriVium is a leader in the call accounting industry, with over 4,000 implementations across the U.S.

INTEGRATION

Hotelecom is compatible with 99% of the PMS systems, which includes Micros-Fidelio, Marriott, Visual One, Radiant Systems, Choice International, Hilton Grand Vacations and Cendant Brilliant Pro.

The protocols used for integration are HOBIC A & B and Lodging Link™. This creates a seamless back-end to manage telecom billing through a single application.

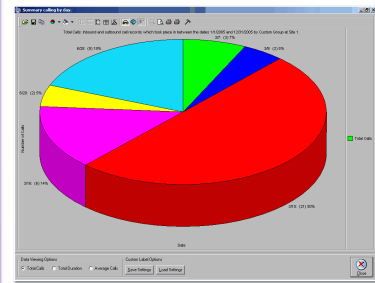
We do the back-end costing for your telephony system and communicate those results to the PMS. Combine call tracking with other systems for the strongest level of integration and control to reduce overhead and increase employee efficiency. Use Hotelecom to increase productivity and simplicity within your guest services tracking system.

Hotelecom helps complete your guest service offerings thus increasing the revenue per customer and profits.

MANAGE YOUR COSTS

Increase your profitability by streamlining infrastructure and increased margins through customer billing. Using Hotelecom, accurately view where telecom costs originate, and with the Traffic Analysis add-on module, understand your capacity needs to maximize efficiency. Maximize the returns from your existing telecom investment and transform it into a profit-making service. Hotelecom is the tool that makes it all easy.

Hotelecom is the perfect solution for hotels and motels to accurately bill guests for telecom usage



Easy to read reports for departmental billing and sales accountability

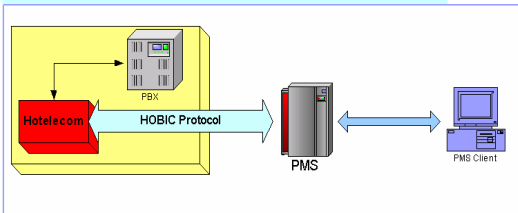
Hotelecom captures guest call data for reporting and costing purposes. Scalable and robust, call costing details are relayed to your PMS, via standardized, popular communication protocols.

A hands free answer to communicating call costs to the PMS, never worry about telecom billing. Working with most telephone systems, the solution gives your company the ability to automate and integrate call accounting with the PMS to protect your telecom investment, recover your costs, and increase your profits.

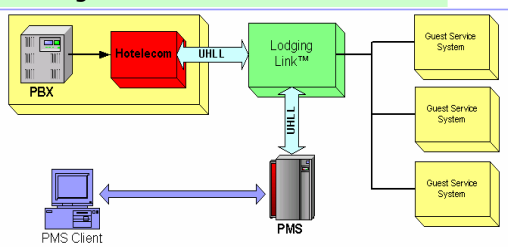
CUSTOMER FEATURES AND BENEFITS

- Accurate billing to guests
- Monitor for emergency and fraudulent calls
- Integrate Hotelecom for easy telecom billing from a single interface
- Drive additional revenues and reduce overhead

HOBIC Interface Configuration



Lodging Link™ Interface Configuration



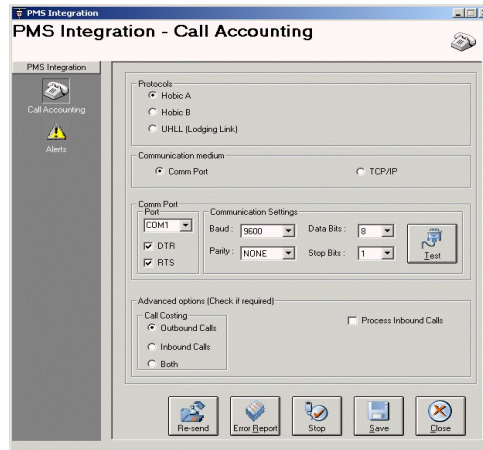
BILLING

Accurately bill customers through Hotelecom. Users can decide the types of calls to cost, outbound, inbound, or both, and create flexible rate plans, including per call surcharges, based on their criteria. Provide customers with straightforward billing statements to verify the accuracy and cost of each call. A mistake in billing is one of the most aggravating experiences for customers, creating frustration and dissatisfaction. Easily avoid errors to manage costs and revenues, improve margins, and increase accountability. Generate customer appreciation and trust with Hotelecom.

MONITORING

Protect your telecom investment with real-time system monitoring and alerts for emergency and fraudulent activity. Configured to your specifications, the CallAlert! tool within Hotelecom sends immediate alerts via email or print when specific criteria are met. Stay in touch and informed with notification of activities such as 911 or lengthy toll calls. Monitor how your system is being used to best protect your investment.

Along with emergency/fraud monitoring, Hotelecom provides reports to notify users of communication errors with the PMS. With this reporting, users can view all call records and costs that have not been communicated to the PMS and the reasons why. This monitoring allows hospitality managers to generate accurate guest telecom bills, regardless of PMS connection status.



Broadcast alerts to increase security

ROI

Phone service is a basic service that every guest expects. For the business, every guest service offered has to generate profits. Inaccurate billing of phone calls can be extremely costly for your business. Let's look at how Hotelecom can help.

For example, your company pays \$.05/minute for telephone usage. Assume a \$.05 mark-up charge per minute to your guests. If your company has 100 guests per day, each making 60 minutes of calls, you can not only recover costs, but generate profits too!

Revenue:

$\$.10 \text{ per min} \times 100 \text{ guests} \times 60 \text{ min} = \$420.00/\text{day} \times 30 \text{ days} = \$18,000/\text{month}$

Profits:

$\$.05 \text{ per min} \times 100 \text{ guests} \times 60 \text{ min} = \$300.00/\text{day} \times 30 \text{ days} = \$9,000/\text{month}$

With Hotelecom, your company will see an immediate increase in revenues by controlling costs and improving profits, boosting the bottom line.

Hotelecom Benefits

- **Hands free communication of call costing information to the PMS**
- **Compatible with 99% of PMS Systems**
- **Accurate guest billing**
- **ROI – Quick and measurable**

Improve employee productivity by eliminating the need for manually compiling and collating call reports to verify correct telecom charges. You can service more customers and faster, increasing employee output and improving customer satisfaction.

Let Hotelecom do the work for you and experience how accurate billing can make a difference to your profits.

For more information about Hotelecom or any other TriVium products, please email us at: sales@triviumsys.com

Or visit us on the web at: www.triviumsys.com