iCharge
HOTEL MANAGEMENT SOLUTION

ENABLING SUPERIOR COMMUNICATION MANAGEMENT
AT THE HEART OF EVERY HOTEL

Our world leading Hospitality Communications Suite is transforming the way hotels connect front and back office applications to provide a seamless service to guests. TigerTMS iCharge Enterprise integrates hundreds of hotel systems and delivers robust call accounting to produce comprehensive real-time and analytical reports that enable hoteliers to improve operational effectiveness and enhance the guest experience.

iCharge Enterprise delivers first class performance in the integration of Property Management Systems, PBX, Voicemail, High Speed Internet Access (HSIA), Call Accounting and many other hotel systems, all within a single application and is the next generation hospitality communication management solution; evolved to meet the demands of the hospitality industry in the 21st century.

Our subscription licencing means hoteliers can control their operational costs and worry less about capital expenditure. Delivered on-premises, in a virtualized, or hosted environment in a private or public data center, iCharge Enterprise provides a platform for connecting all front and back office applications in a single hotel or across multiple properties.

AT A GLANCE

iCharge Enterprise has a comprehensive set of communication management features that provides real-time information to improve operations:

> Dashboard view of your hotel operations including; room status, occupancy levels, and system alerts

> Fast billing of voice usage for guests and administration teams

> Automatic production of a range of reports to give detailed analysis, and enable operational improvements
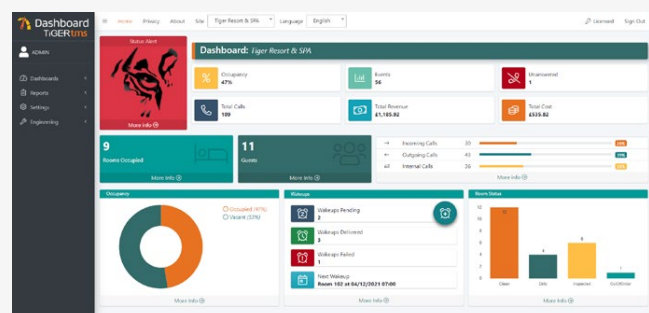
From working with thousands of hoteliers for more than 40 years, TigerTMS knows that in order to achieve superior operational effectiveness, hoteliers require so much more....

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WELCOME TO THE SOLUTION!

At the core of iCharge Enterprise is iLink – the gold standard for hospitality middleware, providing interface connectivity to ensure every part of the infrastructure is linked for optimal performance and functionality. Our communications manager platform enhances the guest experience by effortlessly integrating:

PMS to Telephony
> Call Accounting
> Voicemail
> Message Waiting
> Guest Wake Up
> Snooze Control
> Wake-up Alerts
> Priority Emergency Calls

PMS to Wi-Fi
> High Speed Internet Access
> Secure Wireless Guest Log-in
> Authentication Protocols

PMS to TV
> TV Integration
> Personalized Messages for guests in their room
> View Bill
> Express Check-out

PMS to Room Control
> In Room Media Systems
> Temperature Set
> Lighting
> Music
> Curtains Open/Closed

PMS to Butler
> VIP Registration
> Butler Service Button on the hotel handset
> Provide 5* Experience

PMS to Housekeeping and Maintenance
> Automatic Notification of a Room Status to Front Desk
> Maid Status processing for fast room turn around
> Speed up the Check In Process

A DASHBOARD OF YOUR HOTEL OPERATIONS

Underlining all of the integrations lies a comprehensive and unique reporting and analysis application; Dashboard.
The Dashboard provides live and real-time information for greater analysis and insights into operations, with the comprehensive reports allowing you to make informed decisions about your hotel.
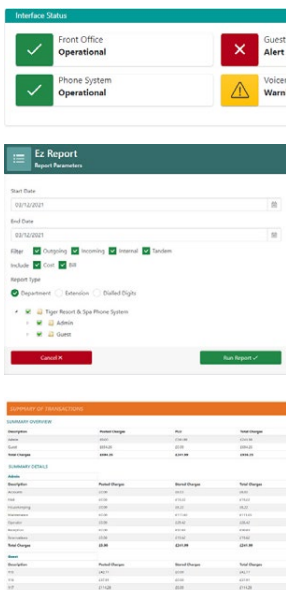
There are a range of Reports that enable users to see at a glance important operational activities of the hotel operations. These include a view of the status of your interface connections, flagged as red, amber, or green.

Report on telephony use, filter on call cost and/or call charge. Select to see the number of incoming and/or outgoing calls, and whether they were from guests (and therefore chargeable) or from staff (contributing to your operational costs).

Run daily, these reports are often reconciled with the hotel's PMS. They provide a summary of the day's calls, with a drill down facility to report on specific revenues generated by guest usage by room, or operational costs by hotel staff, by room and individual if required.

Produce reports on upcoming schedule of wake-up calls, as well as historic wakeup reporting. Failed wake-up calls are flagged automatically.

Report on charges from the minibar per room and enable accurate billing to the guest.

Many other reports are available, including Admin usage, Account Detail and Charge Inquiry report.

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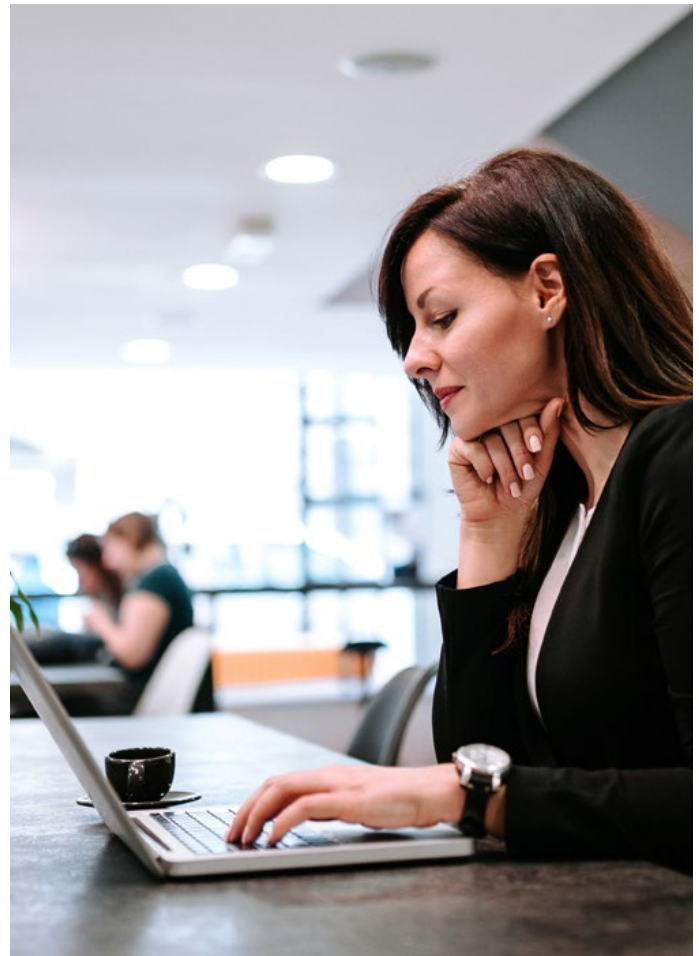
ADVANCED REPORTING

For businesses who want to delve deeper into their operational activities, an Advanced Management Reporting option can be purchased.

This includes reports on (but not limited to):
> Outgoing Traffic Analysis
> Unknown Extension
> Department Cost Summary
> Zero Usage
> Department Usage Summary

Incoming Call Analysis
> Client Call Summary
> Authorization Call Summary
> Unallocated Client Calls
> Unallocated Authorized Calls

For over 40 years TigerTMS has helped hotels around the world improve their communications. From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options. TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.

Americas (U.S., Canada, Latin America)
NEC Corporation of America
www.necam.com

For further information please contact NEC Corporation of America or:

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