

Orchestrating a brighter world

**NEC**

# UNIVERGE 3C™ for Hospitality



# NEC's UNIVERGE 3C for Hospitality provides hotels with basic and advanced hospitality features at an affordable price.



## At a Glance

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- A complete software-based communications solution that seamlessly integrates with leading property management systems
- Provides reliable communications for business and leisure guests
- Increases staff efficiency through a robust set of features and tools
- Provides open-standards and interoperability
- Offers safety and security features for both staff and guests
- Provides an intuitive graphical user interface for ease of use and implementation
- Offers advanced applications to enhance guest's overall experience

## Overview

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NEC's UNIVERGE 3C for Hospitality provides hotels with basic and advanced hospitality features at an affordable price. This solution integrates seamlessly with leading property management systems and enables you to provide a superior guest experience while minimizing operating expenses, reducing training costs, and improving staff efficiency.

## Solution

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### Provides Reliable Communication for Business and Leisure Guests

UNIVERGE 3C for Hospitality provides business and leisure guests with the communication services they have come to expect. For example, callers can directly dial a room without having their calls routed through the front desk.

With the solution's intuitive prompts and just a few keystrokes on their room phones, guests can schedule their own friendly wake-up calls with voice greetings rather than a generic ring. Guests can even request one or more snooze alarms after the initial wake-up call using this completely self-service feature. Hotel staff can easily customize guest wake-up greetings with current information about local weather or travel issues.

### Increases Staff Efficiency

UNIVERGE 3C for Hospitality provides the tools to increase your staff's efficiency. Thanks to an easy-to-use PC-based interface, routine tasks such as setting multiple wake-up calls and identifying failed wake-up calls can be completed more efficiently so your staff can devote more time to guest service.

The integrated automated attendant relieves front desk staff of the burden of manually answering and directing inbound guest calls. Callers are routed to their desired extensions without the intervention of the front desk, which allows guests to directly contact other guests or departments for faster service.

Because the solution seamlessly integrates with popular property management systems (PMS), the entire guest check-in and check-out process is streamlined. When guests check in, their room extension and voicemail are automatically opened. When they check out, their voicemail is automatically cleared and the extension is closed. Room moves are also automatically handled and easy to execute.



## Provides Open Standards and Interoperability

UNIVERGE 3C for Hospitality is a non-proprietary solution. Based on industry standards and an open architecture, NEC's secure platform allows the use of off-the-shelf system components and business applications. Broad support is included for popular guest room phones, property management software, call accounting, catering systems, environmental controls, premises security systems, data security, on-property Wi-Fi, and more. Standard hospitality telephones from popular hospitality vendors such as Cetus™ (Teledex® and Telematrix®) are fully supported.

## Offers Safety and Security Features

During a crisis or emergency, reliable, efficient communications are critical. UNIVERGE 3C for Hospitality provides the right communications tools to protect guests and staff during emergencies, including the ability to:

- Provide management instant notification when any emergency call is made and identify the room making the call so that they can facilitate emergency services
- Connect emergency calls directly to E911 authorities, minimizing response time and maximizing first-responder effectiveness
- Record emergency calls automatically or on demand (a threatening caller, for example)
- Prioritize emergency call events

## Easy to Use and Implement

UNIVERGE 3C for Hospitality requires minimal staff training. Staff management of the room can be accomplished via web console from any PC in the hotel. We provide an intuitive graphical user interface to assist your staff in completing most tasks. Staff members can simply click a button to see a room's status, change it, or even view a report of completed and missed wake-up calls.

The solution is also easy to implement. It requires only minimal IT support and can be remotely configured and updated by your IT staff or an NEC Associate to ensure it is always up to date. NEC offers comprehensive software assurance programs to keep your system current and fully supported around the clock for long term, low cost, hassle free service.

## Advanced Capabilities

UNIVERGE 3C for Hospitality grows and expands to meet your needs now and far into the future. The solution is capable of delivering interactive information feeds that enable guests to view local restaurant information, see travel times or even get weather reports right from the displays of their room phones.

You can easily customize system services for the entire property or on a room-by-room basis with service profiles. For example, you can provide guests with remote access to messages and the ability to customize their personal greeting. At guest check-in, you can automatically designate wake-up calls and voicemail in a variety of languages, including Spanish, French, German, Portuguese, Japanese and Italian – a real benefit for convention attendees or travel groups.

Management and staff receive unified messaging for e-mail and voice mail as part of the basic system configuration to streamline communications and business processes. Additionally, the solution supports customized online reports (such as room status, pending wake-ups, and failed wake-ups) geared to provide your staff and management with quick access to the information they need.

Housekeeping can use the system to report room clean status and minibar use.

As part of an overall communications solution, NEC can also design and implement wireless networking solutions so you can provide wireless Internet access for guests.

## Why NEC

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NEC has a well earned reputation as an integrated solutions provider supporting a wide range of networking, telecommunications, and services. With over 112 years of being at the forefront of innovation, NEC is a reliable partner with the resources to provide powerful technology solutions to customers around the world.

For the last 30 years, NEC has been a dominant player in the hospitality industry and a leader in the convergence of voice and data networks. Our advanced IP telephony solutions have proven over time to reduce total cost of ownership (TCO) while enhancing both employee productivity and the overall guest experience. When it comes to hospitality environments, NEC is the trusted advisor.

NEC understands the unique challenges, goals and objectives of the hospitality industry and tailors solutions to meet customers' needs. NEC supports hospitality solutions not only in the United States and Canada but across the globe. NEC maximizes ROI through expert planning, system design, implementation, and maintenance and support services. NEC provides technical assistance unmatched by any other communications solution provider. NEC also offers flexible financing arrangements to meet the needs of any business.

NEC has a large network of dealer associates ready to provide onsite installation, and ongoing support and maintenance from experienced networking and telecommunications professionals.

## Key Features and Benefits

### Provides Reliable Communications for Business and Leisure Guests

- Direct room dialing
- Self-service wake-up calls
- Friendly wake-up calls customizable with weather information or local news
- Snooze option

### Increases Staff Efficiency

- Easy-to-use PC-based interface
- Property Management System (PMS) integration
- Streamlined guest check-in and check-out process
- Simultaneous scheduling of multiple wake-up calls and identification of failed wake-up calls
- Automated attendant to direct guest calls and relieve front desk staff

### Provides Open Standards and Interoperability

- Secure, non-proprietary platform for applications and off-the-shelf system components
- Support for third-party hospitality applications
- Compatibility with standard hospitality telephones including Cetus (Teledex and Telematrix)

### Offers Safety and Security Features

- Direct E911 connection from guest rooms
- Automatic management notification when emergency calls are made

- Automated or on-demand call recording during emergencies (such as a bomb threat)
- Prioritization for emergency calls

### Easy to Use and Implement

- Intuitive graphical user interface (GUI)
- Room status monitoring and reporting
- Easy to implement with minimal IT support
- Remote configuration and software updates
- Software Assurance programs available for long, hassle-free performance

### Advanced Capabilities

- Scalable and designed to meet future needs
- Capable of delivering interactive information feeds (RSS)
- Advanced voicemail features
- Unified messaging for e-mail and voice mail
- Multiple language support for voice mail, auto attendant and wake-up calls

### Why NEC

- A global technology partner with 112 year history
- Over 30 years of hospitality industry experience
- Unmatched technical support
- An extensive dealer network and flexible financing

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