

APPLICATION PROFILE

CONNECTING MITEL ICP PBXs TO PROPERTY MANAGEMENT SYSTEMS

THE CHALLENGE

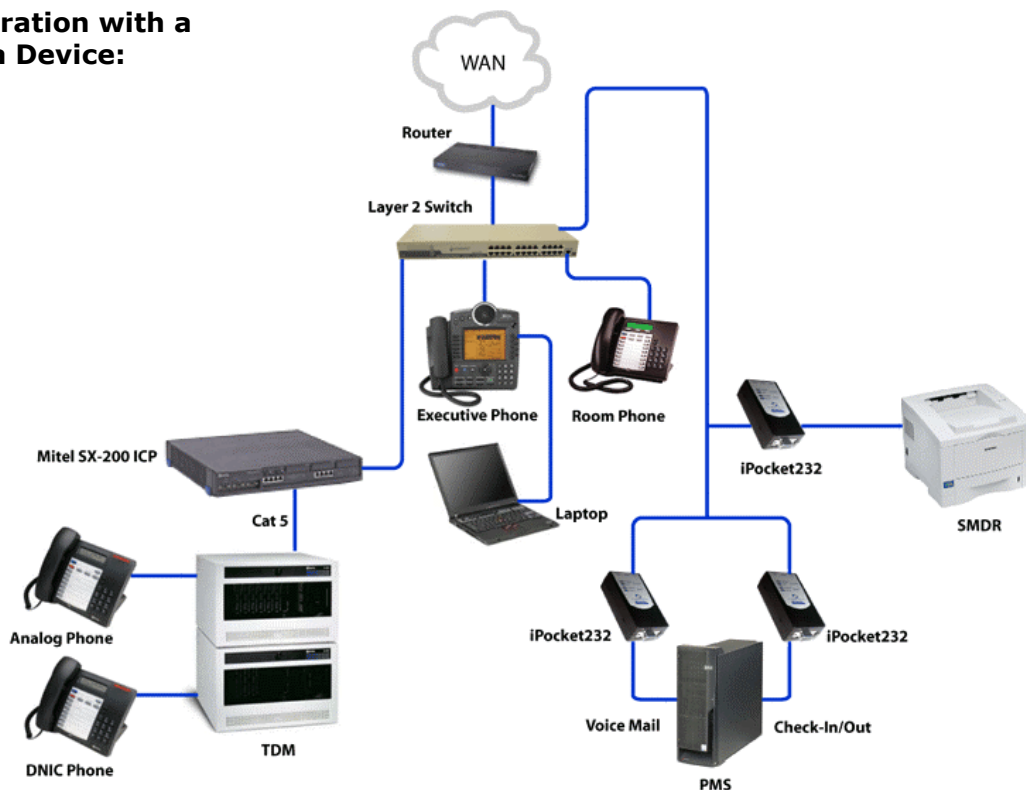
Supporting small to medium as well as medium to large enterprises, the Mitel Networks Integrated Communications Platform (ICP) PBXs are a popular choice in the Hotel/Lodging sector, where requirements can range from 20 users in a small inn to well into the thousands for large multi-level hotels.

Both the SX-200 ICP and the 3300 ICP feature embedded call control for voice mail systems. Call control refers to the real time control of voice mail boxes, such as activating and deactivating hotel room voice mail boxes. In the Hotel/Hospitality environment, this Voice Mail Call Control application must interface with a number of organizational systems, including Accounting and Billing and Room Control, all part of a Hotel's Property Management System (PMS). The IP enabled SX-200 and 3300 often cannot physically interface to these systems, which typically have an RS232 port.

PRECIDIA'S SOLUTION

Precidia's iPocket232 can provide the bridge between a Hotel's PMS and other Guest Services systems and the Mitel Networks SX-200 or 3300 ICP. The device enables communications between IP and serial equipment by providing an Ethernet port as well as an RS232 interface and performing data conversion between the two protocols.

Configuration with a Precidia Device:



In this application, the iPocket Ethernet port connects to the SX-200 ICP via the LAN and converts and communicates PBX data to the PMS through its RS232 interface for voice mail and check in/out purposes. Similarly, the iPocket enables the PBX to integrate with the SMDR.

This simple 'plug and play' set-up provides an inexpensive, seamless solution to improve the efficiency of hotel operations.

BENEFITS

End users and resellers of the Mitel Networks SX-200 ICP and 3300 ICP in the Hotel/Hospitality industry will realize several benefits, including:

Improved Operational Efficiency

By connecting the IP enabled PBX embedded voice mail application to the Hotel's PMS, voice mail boxes can be activated and deactivated upon check in/out, and telephone calls can be billed directly through the Hotel's accounting system. The iPocket232 seamlessly installs into the Ethernet interface of both the SX-200 and 3300, requiring no upgrade or replacement of operational equipment.

Retained Administration Capability

Using the Precidia iPocket232, the user's IT department can still maintain the functionality of the PBX system and perform administrative tasks without exhausting the serial ports – offering significant savings in support time and resources.

CONCLUSION

In the busy world of hospitality with its proliferation of hotel technology applications, it is critical to be able to converge systems and leverage information. Using the iPocket232 to provide an interface for the PBX to the serial-based Property Management System helps ensure the best possible guest experience while increasing operational efficiencies.

The Precidia iPocket232 works with most brand-name PBXs in addition to the Mitel SX-200 ICP and 3300 ICP, and can respond to similar communications challenges, interfacing Ethernet-enabled PBX and other equipment to serial-based applications in industries ranging from broadcasting to building automation to security.

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