



Dispatch Communication Solution for
HOSPITALITY

**IMPROVE CUSTOMER SERVICE
WITH SEAMLESS COMMUNICATION**

**MAXIMIZE GUEST
SATISFACTION**

**IMPROVE EMPLOYEE
WORK EFFICIENCY**

**ENHANCE STAFF
SAFETY**

A man in a dark suit, white shirt, and red tie is shown in profile, looking to the right. He is holding a black two-way radio to his mouth with his right hand. A small camera is mounted on the front of his suit jacket. A name tag is pinned to his lapel. The background is a blurred outdoor setting with trees and sunlight filtering through the leaves.

FIVE-STAR SAFETY

The hospitality industry must ensure the safety of guests and staff. When a radio user has an emergency it is critical to know who is in trouble along with their location, so responders can respond quickly. Using the radio's emergency button or Man Down feature, dispatch can be notified immediately of staff in distress. With outdoor GPS or indoor beacons, the radio can also report to the dispatcher the location of the staff for faster response times. Voice recordings provide instant recall of conversations in case a dispatcher is not clear on what was said, and they provide a means for investigating incidents after the fact.

SmartPTT has an optional integration with Avigilon video management software. This enables real-time monitoring of the activities occurring within the premises to detect staff or guests' misbehavior, or something suspicious. The dispatcher can click on a camera icon placed on the GPS map, which will bring up the video feed from that camera in the dispatch client software. This enables the dispatcher to quickly get an understanding of a situation and how to respond.

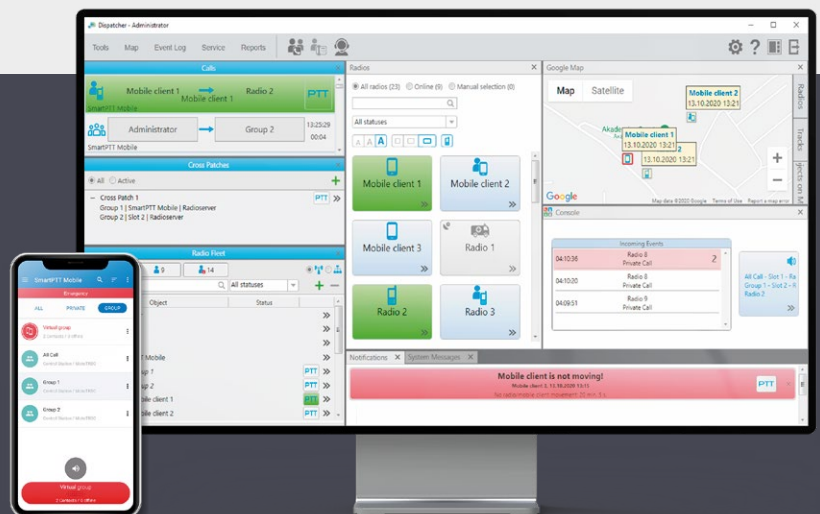
FIRST CLASS SERVICE



Resorts, hotels, casinos, amusement parks, and other tourism-related businesses aim to provide exceptional service to make guests want to return and share positive reviews. Instant group and private voice calls provided by SmartPTT allow staff to easily communicate via radio with other staff located throughout the premises and manage room service. For example, If a hotel guest requests extra towels or service, the manager can make a group call to ask the nearest housekeeper to deliver the towels or meet other needs.

In the hospitality industry, business operations usually require a large staff who have a variety of responsibilities and duties. The SmartPTT Job ticketing function allows dispatchers to assign tasks to the appropriate group or radio subscriber. The radio subscriber can respond back to dispatch using pre-canned messages to update the dispatcher on the status of the job ticket to make sure tasks are completed in a timely manner.

SmartPTT enables dispatchers to talk to different radios, talkgroups, smartphones, and radio systems. The custom console tool enables dispatchers to layout the user interface to clearly identify different talkgroups or radio systems and who is talking. Whether using a radio, a telephone, or a smartphone, SmartPTT will provide seamless communications.



WORK EFFICIENCY

Large resorts have staff working in distant locations. Using the GPS or Indoor Location options, dispatchers can identify the closest available worker to a task. This prevents unnecessarily wasting an employee's time to travel across the resort, when there is another employee closer to the task's location. This enables resorts to do more work with the same amount of staff.

SMARTPTT CORE CAPABILITIES



VOICE
DISPATCH



EMERGENCY
MANAGEMENT



TELEMETRY



RULES
AND ALERTS



RADIO FLEET
MANAGEMENT



CUSTOM
CONSOLE



EVENT
LOGGING



JOB
TICKETING



TEXT
MESSAGES

ALWAYS-AVAILABLE COMMUNICATIONS

Whether it is due to the need for remote working, severe weather, or an emergency the SmartPTT Web Client allows to connect to a communications system from home. Managers can send messages, check staff location or make a voice call from a PC without an installed dispatcher application. With the SmartPTT Mobile* application, staff members can communicate to other radios, mobile app users, or groups while at the site or home – anywhere there is access to Wi-Fi, LTE, or 4G networks. When the management staff is out of the radio coverage area or off-duty without a radio, he or she with the mobile app on the smartphone can still access the MOTOTRBO radio system and communicate with the SmartPTT dispatcher and staff using MOTOTRBO radios.

- Available in SmartPTT Enterprise.

- Available in SmartPTT PLUS outside of North America

SMARTPTT OPTIONAL CAPABILITIES



VOICE
RECORDING



GPS
LOCATION



INDOOR
LOCATION



RADIO NETWORK
BRIDGING



IP CAMERA
SUPPORT



WEB
CLIENT



NETWORK
MONITORING



DIRECT IP
CONNECTION



TELEPHONE
INTERCONNECT



2009

Year SmartPTT was 1st released

90

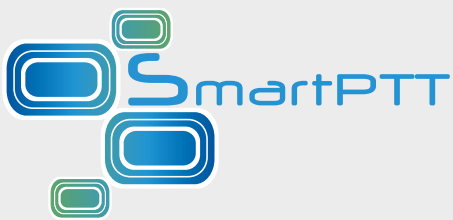
Customers in over 90 countries worldwide

250

More than 250 dealers around the world

2000

More than 2000 customers



THE SMART CHOICE FOR YOUR FUTURE

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