





Why The World's Leading Hotels Choose Evolved IP

From Hong Kong to Italy to the United States, the world's most well-known and respected hotels have selected Evolve IP's solution to ensure a complete end-to-end connected guest experience, whilst increasing staff productivity and improving the customer journey to all hotel services. Our crystal-clear HD Voice calls reach you when you want, where you want, how you want, and on the devices you want. Whether it's a desk phone, roaming the premises on a cordless phone, working from a home office or even out on the road on your own mobile phone, you never have to miss a call.

What does Evolved IP Deliver to the Hotel?

Our carrier-grade hosted telephony services offer a full transition to the Cloud. This can either fully replace the existing on-premises telephony PBX with no effect to service or simply replace the ISDN circuit by utilising our SIP Trunking 2.0 option. We have flexible options to support the hotel's own transition timeframe and budgets in moving to the cloud, by ensuring all assets are fully utilised. Evolve IP is "Cloud first but not only"

If your hotel is part of a chain of hotels, the solution will enable extension dialing between locations utilising HD Voice quality calling from hotel to hotel. There are many benefits for hotels moving to the cloud which include the ability to centralise key services or overflow calls from one hotel to the next during business periods. Each staff member has the ability to have more than one device to receive or make calls whilst at their desk or mobile around the hotel to ensure they never miss a call.

Once you migrate to Evolve IP, all staff members will have the ability to collaborate by not just utilising voice but to also take advantage of all the benefits of our cloud PBX solution, i.e. Instant messaging, presence and HD Video calling be it one to one or one to many. In addition, staff members can also screen share documents to increase productivity and therefore save time and avoid unnecessary travel time.

Evolved IP offers a full Carrier-grade cloud telephony solution that has been purpose built to meet all the needs of the hospitality sector. We enable seamless migration from legacy premise-based equipment to the cloud with all of the elements needed for hotels to deliver a world-class experience for their management, staff, and clientele.

Key Functions of Evolved IP in Hospitality

- 360 Overview Market leading omnichannel call centre with full analytics for every call, live wallboards and scheduled reports
- Reduce Costs Keep existing bedroom phones to ease migrations to the cloud
- Collaboration Tools Microsoft Teams and Webex Teams full integration for front of house staff.
- Quality Hardware Leading SIP phones supported from bedroom to reception
- Carrier grade voice never miss a call with our built in business continuity.
- Mobile workforce work on any device





Key Features of Evolved IP Hospitality Solution Offering:

- Call Recording Fully PCI, MFIDII with AI secure payments
- Call Analytics Real time analytics giving insight into business calling trends
- Integrations CRM and other bespoke integrations into over 300 applications
- Intelligent Virtual Agents (IVA) Leverage our AI technology to deliver huge ROI and increase customer satisfaction. SMS Surveys, SMS directions and email campaigns and AI with natural language to reduce staffing costs.
- Contact Centre UC omni-channel for your customer service representatives
- Automated Disaster Redirect Automatically fail over in the event of loss of connectivity
- Open competitive calling plans, bundled or metered
- Tight Service level agreements delivering 5 x 9 carrier voice
- Porting supported in over 30+ countries and new DID's available in 72+ countries
- Full E911 support in the US and emergency calling in over 30 countries
- Automatic inclusive 24/7 Fraud management
- SIP and Analogue phones supported including Fax
- **DECT** and WiFi handset options
- Open API's and Developers to integrate and on-board new applications
- Fit for future solution













About Evolve IP Hospitality Solutions

Evolved IP is the only true carrier-grade telephony offering for the Hospitality market. Our analyst acclaimed solution provides the global reach necessary to deliver a unified solution for hotel brands with domestic and international properties. We utilise 15 global data centres and multiple US and international carrier interconnects to bring best-of-breed applications to the hospitality market. We also offer hotel management and staff leading collaboration tools and a fully-featured, integrated omni-channel contact centre so hotels can deliver a world-class experience for their clientele.





