

Timing & Reliability is everything in effective communications



How and when a message is received can make all the difference, in achieving the desired outcome. If the timing is right, we increase the odds of accomplishing our objective: the guest picking an onsite restaurant, a task being completed on schedule, or an event going off without a hitch.

For many, communication is still handled manually with legacy tools, creating lots of opportunities for guest dissatisfaction and staff inefficiency.

	A manual communications strategy	A planned & automated communications strategy
The guest...	...didn't even think about going to the spa today.	...is informed of today's special during their wake-up call.
The front desk...	...calls the guest to let them know their room is ready.	... the guest is automatically notified via SMS when the PMS system is updated.
The event organizer....	...places a sign at the old location to communicate the room change.	...sends a mass message to all event attendees in advance letting them know of the change.
The Maintenance department...	...is notified of the elevator alarm as soon as the front desk calls them.	...automatically receives a message as soon as someone hits the emergency button.
The Catering department...	... servers are reminded of today's banquet in the morning when they start.	...servers automatically receive a message 30 mins prior to the start of the banquet confirming where they need to be and when.

Zendelity Command Center

Improve communications, safety, security and operational efficiency, by delivering a superior guest experience.

A modular solution built on a single management platform that can evolve with your priorities.

MESSENGER	PATROL	OPERATIONS HUB
<ul style="list-style-type: none"> • Staff and Guest Messaging • Broadcast Messaging • Campaign Messaging • Operational Alerts 	<ul style="list-style-type: none"> • Create and Assign Tasks/Routes • iOS Mobile Patrol Application • Incident Management 	<ul style="list-style-type: none"> • Automate the assignment and communication of tasks
<p style="text-align: center;">MANAGEMENT</p> <ul style="list-style-type: none"> • Historical Reporting • Monitoring Dashboard • Alerts (email, SMS, Voice, DECT) • Voice Prompts in 7 Languages • PMS Integration • API for Application Integration • Quality Assurance Program • Custom Development 		

Messenger

Automates the communication of everything from wake-up calls (scheduled and missed), staff reminders, event or staff communications, the promotion of available services, equipment issues, or fire alarms, etc.



Patrol

Create, monitor and report on detailed work plans across all aspects of security from routes, to after hours, shut down procedures, emergency action plans, equipment quality checks, special events, etc.

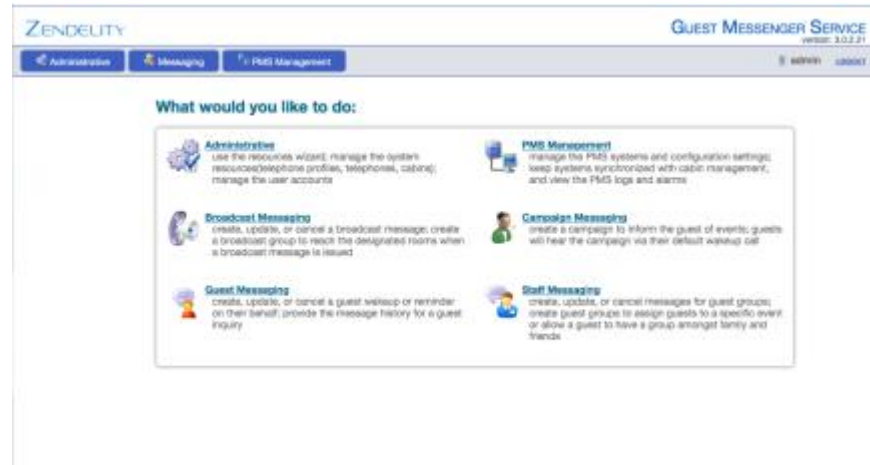
Operations Hub

Coming in 2018, Operations Hub will extend the powers of Messenger and Patrol into the day to day operational teams. Enabling the assignment, communication and monitoring of operational tasks to ensure team perform as cohesive unit delivering consistent and efficient performance day-to-day. Interested in becoming a trial customer, contact us at info@zendelity.com.



Messenger

A flexible approach to how and what is communicated between guests and staff.

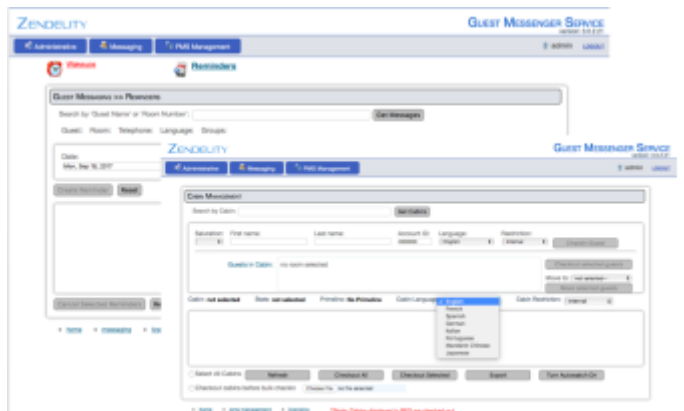


Staff and Guest Messaging

Easily Create Personalized Messages
On the Fly or Scheduled

Staff Reminders

- Communicate detailed instructions on tasks and responsibilities as per the schedule.



Guest Reminders

- Create personalized guest messages for scheduled activities: shore excursions, spa appointment, dinner reservation, table assignment etc.

Wake-Up Messaging

- Enables guests to schedule wake-ups to their room or mobile phones.
- Monitor adherence in real-time.
- Standard voice prompts available in English, French, Spanish, German, Italian, Portuguese, Mandarin Chinese and Japanese.

Broadcast Messaging

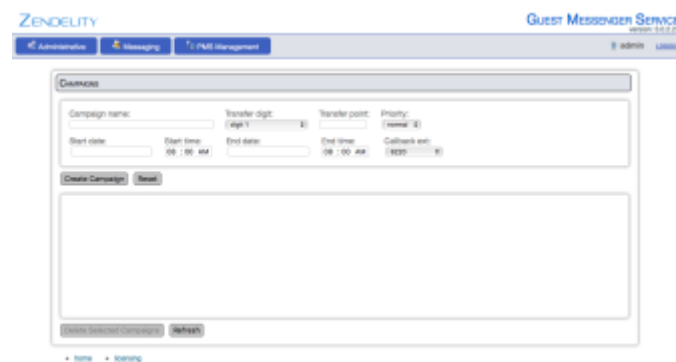
Easily Create Custom Communications
To Targeted Groups of Guests, or Staff
On the Fly, or Scheduled

Team Messaging

- To targeted teams, or departments: reminders of team meetings, activities, due dates etc.

Guest Group Messaging

- Guests staying in association with an event: reminders of event activities, meals, transportation, changes to schedule etc.
- To all guests participating in a shore excursion, meal seating slot, etc.



Campaigns Messaging

Create Awareness
Promote Availability
Of your Services/Excursions

- Customize wake-up calls based on current availability.
- Target guests with promotional campaigns.

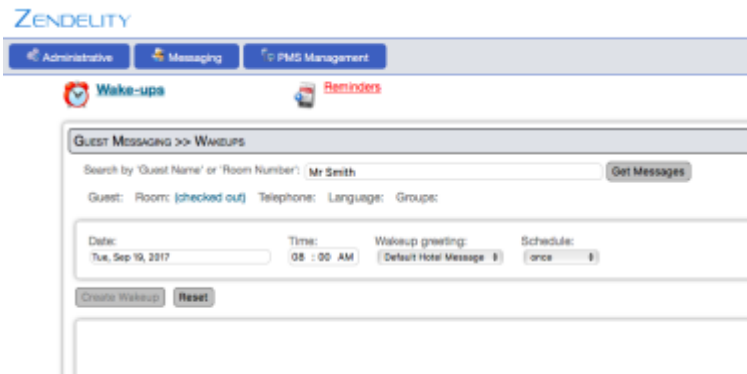
Operational Alerts

Automatically Send Alerts
Based on SNMP Traps, contact closures

Automatically alert management to events across the ship:

- Safety Management System is triggered.
- Emergency button pressed in the elevator.
- Fire, or door alarm activated.
- Freezer, or furnace shuts down.
- IT Servers malfunction.
- Etc.



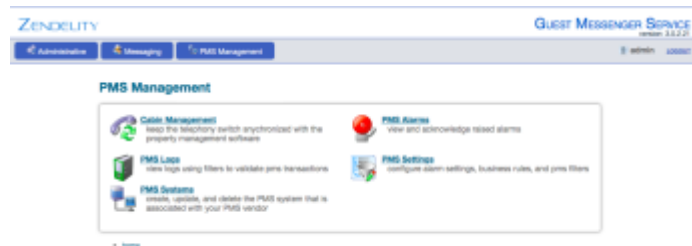


PMS Integration

Synchronize Telephony
with the PMS System

Ensure a Connected Guest
Experience

- View logs using filters to validate PMS transactions.
- View and acknowledge raised alarms.
- Configure alarm settings, business rules, and PMS filters.



Reporting

Identify Trends, Ensure
Compliance

- Search on historical or pending messages.
- Identify messages received, missed.

Zendelity Command Center is currently a premise based solution, with a cloud option scheduled for availability in 2018. It can be virtualized, to reduce the cost and complexity of implementation and integrates with legacy applications to maximize investment protection.