

Five-Star Hotel Communication and Safety

Streamline Hotel Operations and Improve Safety by Enabling Direct, Instant, Hands-Free Communication

Luxury hotel staff have always needed to communicate effectively. Now, with several states and municipalities recently passing panic button legislation and others likely to follow, that need is more urgent than ever.

Vocera® offers communication solutions for hotels that want to deliver distinctive guest experiences while protecting employees. Hotels credit our solutions for helping them consistently earn high guest satisfaction scores and achieve #1 and #2 rankings in TripAdvisor.

Summon Help Instantly

Press the dedicated panic button on the Vocera Smartbadge or double-tap the Call button on the Vocera Badge to instantly reach security personnel. Responders can hear what's happening on their way to reaching you, and can locate you even if you can't say anything.

On a smartphone, use the Vocera Vina app to send a secure text message to a responder group using a pre-defined emergency template or make a broadcast call using voice commands.

Connect Directly with Anyone, Anywhere

Place and receive calls and pages with people beyond the property and receive a direct call back. Vocera technology integrates with the public telephone network, so users of the Smartbadge, Badge and Vina app can call internal extensions and desk phones.

Choose the Right Device for the Role

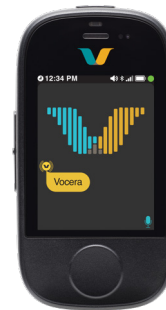
Standardize on communication software while allowing staff to communicate in a variety of ways using the communication device that fits the way they need to work; the hands-free Smartbadge or Badge, iPhone or Android smartphone, or a desktop workstation. Only Vocera has end-user device flexibility for everyone.

The Vocera Smartbadge and Vocera Badge are lightweight, wearable devices that are ideal for staff members who need to communicate hands free. Both can also be used like a phone handset or with a headset for more privacy.



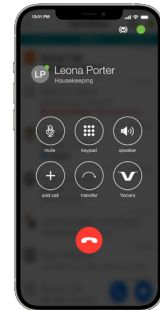
Vocera Badge

Make and receive phone calls. Receive brief text messages and alert and alarm notifications.



Vocera Smartbadge

Make and receive phone calls. Send and receive secure text messages with detailed contextual information about an event.



Vocera Vina

Connect with anyone in real time whether you're on or off campus, and receive detailed information with alert or alarm notifications.

"Our hotel is known worldwide for offering five-star guest experiences. Vocera gives us a discrete, easy way for our associates to communicate guest needs between each other which allows them to be more efficient and timely – and it satisfies the new staff safety ordinance. We have one communication system that handles everything for us now."

Gabriel Constantin

Trump International Hotel & Tower
Chicago

"Vocera technology is a great solution for the hospitality industry because guests do not see staff looking at their phones or being distracted with texting. It allows us to provide excellent service."

Mark Haskoor

Director of Information Technology
at Aman

A VIP Experience for All Guests

Because Vocera technology lets hotel staff stay connected at all times, guests can experience a level of service that is seamless, invisible – and extraordinary.

For example, a doorman can discreetly announce a guest's arrival via a group broadcast. This allows staff members in the lobby to greet the guest by name and all members of the hotel staff to prepare for the guest's arrival.

The front desk agent can access registration information, see the assigned room, and check for notes in the registration about a special occasion the guest may be celebrating, events they've planned, or dinner reservations they've made. This allows a highly personalized and streamlined check-in process.

When the guest and bellman make their way to the guest's room, the bellman might notice that the guest requires a special service such as an ice bucket for a bottle of wine. The bellman can use the Vocera Smartbadge to discreetly make the service request, often without the guest realizing it. Staff can then respond and deliver the ice bucket to the room before the guest and bellman even arrive.

The guest is impressed by this anticipatory level of service, perceiving a remarkable experience after only a few minutes at the property.

Drive Workflow Efficiency

Vocera offers the only communication solution that lets staff answer calls completely hands-free. Housekeepers, engineers, bellmen, doormen, banquet staff, and others can stay on task even when answering a call.

Our customers have estimated that hands-free direct calling with instant connection saves minutes per call and adds up to significant time savings across the entire staff over the course of a shift.

Vocera integrates with third-party software such as HotSOS and Guestware, which hotels use to track guest requests and other important workflow in hotel operations.

These applications send ticket information including guest room number and the request (such as towels, or an in-room repair) directly and instantly to the appropriate Vocera system user to respond to the issue.

Because Vocera technology works over the existing WiFi network and uses a name-based login process, third-party applications instantly verify that users are available to work a ticket before it is even sent. This helps guarantee that tickets are worked and closed promptly, resulting in faster service and a better experience for the guest.

Flexible Packaging and Pricing

Custom purchasing programs are available to meet the diverse needs of the hospitality industry. From up-front investment options to monthly subscriptions that can easily fit into existing operating budgets, we work with each customer to design the best solution to meet current business needs. We also work with hospitality companies at the brand, management, and ownership level to design multi-site buying programs to help scale Vocera solutions affordably across multiple properties.

Why Vocera

More than 2,300 facilities around the world have selected Vocera solutions. Our solutions make a difference in any industry where workers are on the move and need to connect instantly with team members and access resources or information quickly.

"As soon as I take the Vocera call, I know exactly what's going on. It may be that I'm not needed in the lobby, but I should go to a different floor to help someone else. I don't have to waste time finding a phone in the hallway or even go down to the lobby. It cuts out all those in-between steps."

Thomas Fowler

Bellman

The Mansion on Turtle Creek Hotel

For More Information

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