MERIDIAN TECHNICAL SERVICES

Business **Phone** System for Hospitality

A fully-managed phone system in the cloud. Focus on what's important. Move your business forward.

✓ SIMPLE TO USE	🔒 SECURITY	⤢ SCALABILITY

In the hospitality industry, exceptional communication is key to providing outstanding guest experiences. Our Business Phone System is designed specifically for hotels and resorts, offering a unified communications solution that connects your staff and enhances service delivery.

A hotel phone system must cater to unique operational needs. It should integrate with your hotel property management system (PMS), connect employees away from the front desk, manage incoming calls, and more.

Traditional analog hotel phone systems can be cumbersome. They require landlines, physical space for hardware, and ongoing maintenance—all at your expense. After all that, communication is limited to phone calls, lacking features like messaging or video calls.

A better option for modern hotel services? A unified communications platform that allows for internal and guest communication through multiple channels, including video conferencing, and, of course, phone calls.

Flexible communication is essential for the fast-paced demands of the hospitality industry, allowing staff to stay connected and responsive regardless of their location. With features like mobile integration, multi-channel support (voice, messaging, video), and seamless room-to-room communication, hospitality teams can effortlessly coordinate and provide exceptional guest service, ensuring that no call or request goes unanswered.

Key Features

Easy Setup - Get up and running in minutes. Manage users, assign phone numbers, and configure settings for different locations effortlessly through our online dashboard. Need to add a new location or remove users after peak season? It's simple.

Truly Unified Communications - Hosted phone system combines voice calls, video conferencing, instant messaging, and SMS—all in one digital workspace. Enhance guest interactions with optional contact center features like self-service chatbots, social media integration, and live chat support—ideal for keeping up with hotel guests around the clock.

Customizable Caller ID - Personalize the caller ID that appears when you make calls from the app. Perfect for hotels with multiple locations, this feature lets you display the appropriate hotel name when calling a guest, even from your personal device.

Robust Call Management - Enjoy essential call management features tailored for customer service, including call routing, IVR options, built-in call analytics, and call waiting. If you operate a contact center, monitor calls, assist agents in real time, and whisper advice without the guest hearing.

Seamless Integrations - We integrate with popular business softwares. Using a specialized tool or reservation system? Our open API allows you to create custom integrations to meet your unique needs.
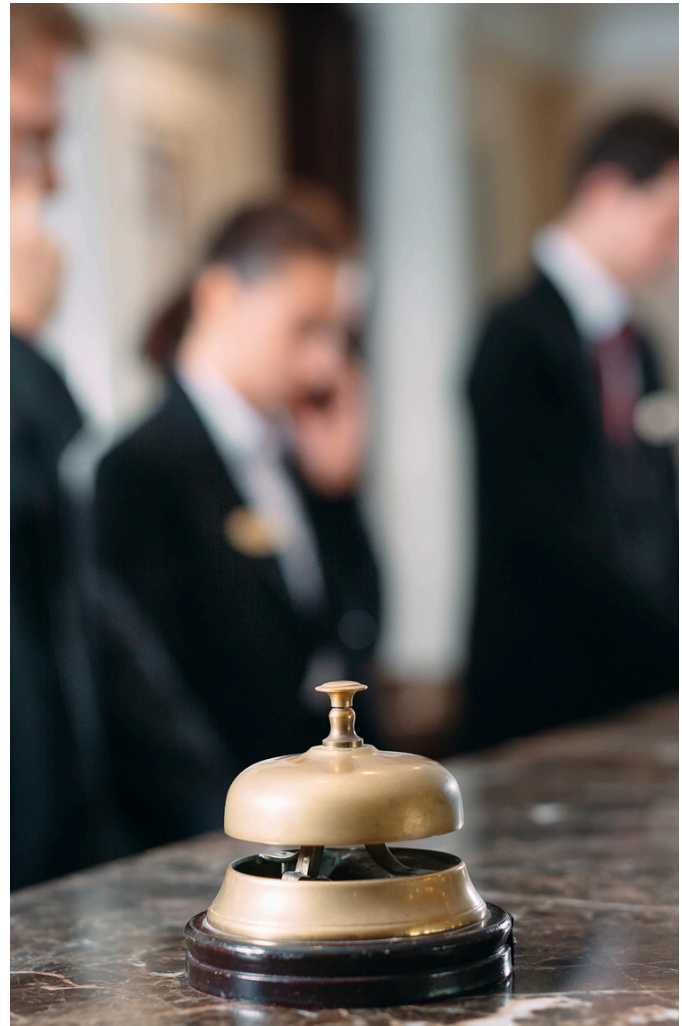
Convenience is in the Cloud

Cloud-based communication systems offer unparalleled convenience for the hospitality industry by eliminating the need for bulky hardware and costly maintenance. With a cloud solution, hotels can easily manage users, scale operations during peak seasons, and access advanced features like call analytics, all from a centralized, online platform—allowing staff to focus on delivering great guest experiences rather than managing technology.