

# NFON AG makes hotels fit for the Cloud. Nhospitality – the solution for communications

Nhospitality is pushing forward digitalisation for hotels of all shapes and sizes, and is helping to make resources and costs as efficient as possible.

- > **Nhospitality is the cloud-based answer to the communications requirements of the hospitality industry**
- > **Every established PMS can be connected to Nhospitality**
- > **Nhospitality helps plan and use resources in an efficient and cost-effective way.**
- > **Nhospitality is for hotels and all other types and sizes of businesses in the hospitality sector**
- > **Nhospitality meets the requirements of operational cost efficiency**

NFON AG, a leading global provider of cloud-based telephone solutions, is presenting **Nhospitality**, the cloud-based answer to all the communications needs of the hospitality industry. Jürgen Städing, NFON's Chief Product Officer says: *"Nhospitality is a sophisticated modular product that is unique in its application for the hotelier. The solution is a genuine solution! It facilitates traditional hotel communications management as well as integration with mobile service processes and social guest relations. This brings with it huge and significant benefits in customer relations."*

Nhospitality is a central, virtual middleware solution, tailor-made for the hospitality industry, which can mediate between a hotel system (Property Management System) and the NFON telephone system, and has hotel-specific features at its disposal. Thorsten Spanka, NFON's Hospitality Sales Director says: *"Really good communications are essential for a first-class service. Nhospitality offers effective solutions for a hotel's entire requirements."* The requirement profile of the hospitality industry (hotels, rehab clinics, hospitals) ranges from collaboration and effectiveness of communication to revenue (marketing systems) and operational cost-efficiency. Jürgen Städing says: *"As a unique system the world over, Nhospitality differentiates between administrative and guest extensions, thereby enabling a costing model based on room occupancy that is pay per use."*

**Nhospitality  
provides  
effective  
solutions for  
every need**

Nhospitality is pushing forward digitalisation in the hospitality industry. Up to 80 different property management and other hotel systems (for example Micros, Protel, Infor, IAC-Box and many more) can be handled by Nhospitality. The key word is interface minimisation: the Nhospitality customer can connect to High Speed Internet Access (HSIA), TV and other networks. In this way, individual guest packages can be created, which not only increase customer satisfaction, but in the long-term help with customer retention and new customer acquisition by means of new and innovative marketing models. With the call-centre analysis function, all internal and external call activity can be

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monitored – this allows, for example, efficient management of various services. Room service, maintenance, housekeeping can also be contacted at any time through BYOD. Jürgen Städing says: *“A further important and outstanding feature of Nhospitality is service tracking. Staff can record a room as 'cleaned' or register a complaint using a mobile device. This helps with time-management, and relevant data is stored both on NFON-Cloud and the hotel system”.*

Another feature which can help to improve service is NFON's FMC client. Every employee is integrated with a fixed-line number via WLAN and GSM, and can be contacted at any time. Thorsten Spanka says: *“Management expects to be able to reach its employees by mobile in order to deal with guests' requirements swiftly. It is exactly in this context that management can make efficient use of resources, thereby making real cost savings.”*

**Efficient and  
costeffective  
use of resources**

Nhospitality also features a multilingual alarm call function and guest flat rate models. The comprehensive hospitality solution couples not only with all front-of-house systems, but can also be used on its own, for example in other residences where there is a need for a personalised telephone service. Other services are, for example, charging packages for guests, voicemail for staff and guests, eight language options, direct dialling, check-in & check-out, cancellation of bookings, pre-payments, billing and more.

NFON's cloud-based telephone system offers high potential for savings. No contract is required and charges are per extension. Its unlimited performance meets all the requirements of businesses employing between 2 and 249,000 people. NFON has 150 Features plus automatic updates, is simple to operate, and has TÜV-certified sound quality. NFON is 'Made in Germany'.

**Nhospitality is  
,Made in  
Germany'**

**> Note: The release of the products featured in CeBIT 2015 will also be rolled out outside Germany following adjustment for the international market. This is due to the numerous individual measures required, for example in legal provision, usability and localisation.**

For further information and interview requests, please see the contact list below. Information about NFON AG can be found at [nfon.com](http://nfon.com). Current press releases and images are available for download at: [newsroom.nfon.com](http://newsroom.nfon.com).

## About NFON AG

Business communication worldwide is undergoing the biggest transformation in its history. A cloud-based telephone system is a future-proof investment for businesses. NFON provides unlimited performance for every requirement for businesses employing between 2 and 249,000 people. NFON

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is a 'Made in Germany' cloud solution, and stands for data protection, reliability and TÜV-certified sound quality. It is thanks to this, as well as its more than 150 intelligent features, its simplicity, cost-effectiveness and fundamental security features, that NFON AG has become a global provider. NFON AG operates in 12 European countries and is run by CEO Martin Czermin and four other executive directors. Its headquarters are in Munich.

**> NFON UK is NFON AG's UK entity based in London**

**> Managing Director of NFON UK is Rami Houbby**

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