THE MOST RELIABLE CRITICAL MESSAGING

IMPROVED STAFF TO STAFF COMMUNICATIONS

ACCOUNTABILITY REAL-TIME REPORTS AND ARCHIVES

Communicating Across Hospitality — Confirmed Faster Responses

Improve Guest Experience & Staff Productivity

There's a subtle difference between enjoying your experience and building a memory of excellence when visiting a hotel, restaurant, traveling for business or getting away for the weekend. Innovative communications technologies can help your hospitality business sustain its competitive edge in this competitive economy.

Critical Hospitality Communications

For hospitality teams where every moment is precious, the Zipit® Enterprise Critical Messaging Solution™ ensures that messages are delivered, recorded and archived…within seconds wherever you are.

Hotels, Restaurants and Casinos are fast moving environments with mobile people who need to receive critical information, make quick decisions, and collaborate with team members in a wide variety of settings.

Meeting the demands of your guests to improve guest satisfaction, safety and loyalty, all while simultaneously increasing your staff's efficiency requires a no compromise mobile solution. The decision of which solution to select should not be taken lightly and should be based on reliability, performance, accountability, security and of course, cost. With the evolution of wireless technology and cloud-based infrastructure, the Zipit Enterprise Critical Messaging Solution delivers the easy to use, reliable, cost effective tool your team needs to communicate across your property, all while providing significant communications improvements across various team members.
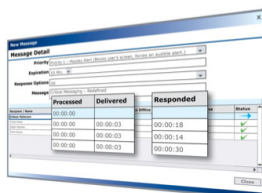
Zipit Now™ with Zipit RAP™ portal and Verizon Wireless means:

- Improved guest services and loyalty
- Decrease critical action team mobilization: water damage, AV issues, emergency response for safety & security
- Accountability: Frontline Managers, Maintenance, Housekeeping, Convention & Banquet Services, 3rd party vendors
- Integrate with Property Management systems for notifications with accountability

This is WHY messaging MATTERS

Being able to reliably count on your staff's responses to critical situations that might range from something as serious as a water leak or medical need to something as basic as a pool towel request is essential to satisfying your guests. Exceeding their expectations while they're in your care builds trust and drives loyalty.

Whether you have single or multiple properties, Zipit's solution provides the continuity of quality your business demands, without the complexity of other less comprehensive communication platforms.

Zipit delivers on these capabilities while increasing your effectiveness through elevated accountability in a cost effective solution.

Enterprise Critical Messaging Solution™

Zipit Now
Wi-Fi & 3G Mobile Device

Zipit Confirm
iOS & Android Application

Zipit RAP
Cloud-Based Admin Portal

Send - Deliver - Receive - Respond - Confirm - Record - Report

Reduce Dead Zones…Dynamically leveraging the 3G and corporate Wi-Fi networks. So at work, on the road or at home — with Zipit you're connected!

Zipit®

Save Time, Decrease Team Response Time
Out of the Customers Sight — Behind the Scenes

Being able to connect in so many different ways and work in so many different locations provides flexibility, but can also complicate the day-to-day reality of collaboration and decision-making.

A guest or colleague urgently trying to contact you might have to leave a voicemail on your office phone, send an email, text or instant messaging you, before finally reaching you on your wireless phone. Hoteliers looking for a cost-effective way of streamlining operations and delivering guest services need to carefully evaluate how they can best take advantage of communication solutions. Zipit's critical communications solution allows you to communicate across your entire team in a seamless, cost effective integrated manner with full accountability and communication transparency.

Zipit integration with HotSOS
http://www.m-tech.com/products/hotsos/zipit/

The Zipit Solution has already been integrated with the leading hospitality administrative consoles, including M-Tech's HotSOS, Guestware, and Starwood Preferred Guest just to name a few.

The sophisticated workflow engine that is part of the Zipit solution enables your staff to continue using the solutions they are use every day but also improve their response time to your guests needs. With the Zipit solution's ability to work with both your internal Wi-Fi, and the nationwide 3G service, your team is always available throughout your facility. This translates to a more delighted customer as a result of a more efficient team.

Reshaping the customer experience with improved operations

Zipit critical communications solutions can help you offer your property and guests the amenities they associate most with a premier hospitality experience. Communicate with your guests while they wait for a room, table or alert them of upcoming events. The Zipit solution can help you leverage your existing technology investments such as proprietary software interfaces or currently deployed handset devices.

For single and multi-property owners alike; Zipit's cloud based infrastructure affords your business the flexibility to manage properties individually or in a consolidated environment. You choose how to manage your communication and you do it without the capital cost of onsite server deployments.
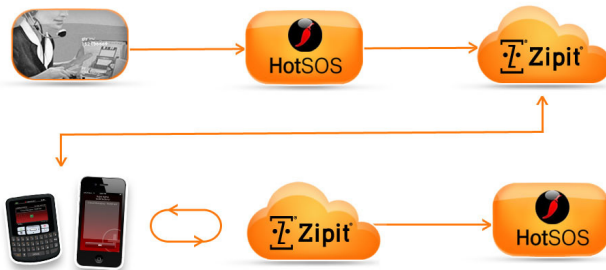
Engage your team or guests through multiple channels:

- Page from Zipit RAP
- Call to page the team
- Email to page the team
- Securely chat with the team

Features:

- Reporting, (Auditing & Accountability)
- Vibrate or Tone with Override Capability
- Rapid Message Delivery
- Continuous Alert & Forced Response
- Full Device Control – lock, wipe, …
- Password Protection
- No CAP codes
- Z Text (SMS)
- VoIP (requires 1 time fee per device)
- Purpose Built Device
- Secure Cloud-Based, hosted with nothing to install

							6 Records
Recipient / Name	Network	Processed	Delivered	Device Offline Delay	Responded	Response	Status
Colleen Patterson	C12	00:00:00	00:00:02		00:00:17	Never	✔
Dan Heredia	Test Open Network	00:00:00	00:01:11	00:01:09	00:01:19	5 minutes	✔
Frank Greer	C12	00:00:00	00:00:03		00:00:15	15 minutes	✔
Ralph Heredia	Power Off	00:00:00					➡
Ralph HerediaSMS	N/A	00:00:00	N/A	N/A	N/A	N/A	✔
Trent Norris	C12	00:00:00	00:00:02		00:00:05	60 minutes	✔

User status	Sent time	Delivery verification	Offline notification	Read receipt	Response

Enterprises of all sizes depend on Zipit for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information, please visit http://zipitwireless.com/