

## Solution Package

Solution Developer:

**Datalink Systems Inc**  
Wireless Data Solutions

<http://www.datalinksystemsinc.com/latest-news/nxlink.html>



Guests know they want relaxing stays at great hotels, but know little about what the hospitality industry must do to make that a reality. For example, when a guest asks an employee for something, they assume all the staff knows what they want – and they expect immediate results. Ensuring this level of coordination and workflow management is challenging, but not impossible – thanks to our Hospitality Service Integration solution, developed in cooperation with Datalink Systems Inc.



Delivering service that exceeds expectations is easy when your communications system is securely integrated with your workflow tools. Hospitality Service integration links the work everyone is doing to the prioritized needs of the guests – whether that is servicing a room, scheduling special requests, dispatching security, or ordering flowers.

Instructions can be sent out from your operation center as messages to the radio carried by each member of staff. They in turn can confirm that task details are understood, reporting back when each task is completed. Work progress and related information is stored on the server. Moreover, tools are available to help you document, understand, assess, and plan for the future.

*Fulfill client requests faster by integrating hospitality services management with your radio system*



### Compatibility

NEXEDGE System	Portable Radio
Direct, Conventional Repeater, Type-C Trunking	NXDN Digital Radio

## Features & Benefits

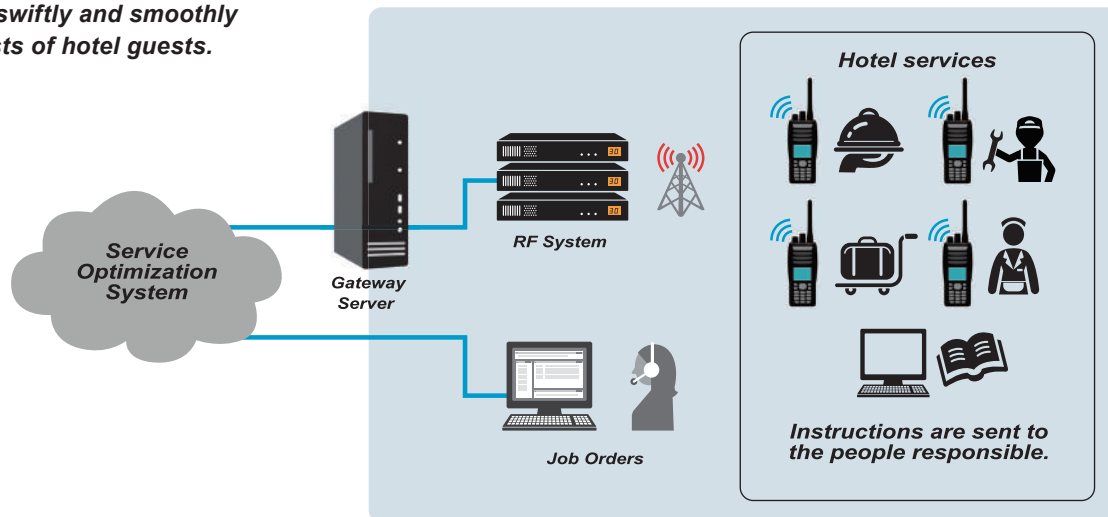
Major hotels and convention centers are overwhelmingly see the need to schedule and optimize services they provide. KENWOOD's solution, implemented in coordination with our development partner Datalink Systems Inc., offers many capabilities:

- Put a customer care plan in motion discreetly using messages
- Eliminate "slow service", the primary guest complaint
- Assign, monitor and evaluate staff performance
- Schedule preventative maintenance and receive instant notification
- Tie special preparations to specific guests

*Communications with your staff is made easy with KENWOOD radio systems connected to the Hospitality Service Integration to swiftly and smoothly answer requests of hotel guests.*

Implementing our solution means that you are free to plan with flexibility, delegate to appropriate teams, then track and improve your responses to optimize customer satisfaction.

- Trigger notifications for different teams based on customer input
- Assign tasks to roles to prevent dropped responses
- Assign tasks to individuals that require a specific approach or skillset
- Confirm people or equipment are in the correct locations
- Deliver service requests to teams assigned to specific areas automatically
- Ensure front desk requests are transferred to appropriate departments
- Plan staffing needs for events or day-to-day business
- Automate task scheduling and preventative maintenance
- See real-time status of requests in progress
- Tie customer requests to reservation dates
- Assess response times to improve operations



### What is a KENWOOD Solution Package?

KENWOOD understands that customers want solutions, not just equipment. That's why we have worked extensively with our development partners, whose expertise covers many industries, to integrate our products and services with their proven technologies. The resulting turn-key solutions fully exploit the capabilities of the communications hardware and software; performance has been verified in our quality assurance labs.

Integrated solutions directly from KENWOOD save you time, money, and effort. We have the resources to identify the optimum combination of equipment and software for your needs, so you get a better result as well as a single source for purchasing and support.

NXDN® is a trademark of JVCKENWOOD Corporation and Icom Inc. NEXEDGE® is a registered trademark of JVCKENWOOD Corporation.

### JVCKENWOOD USA Corporation

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<http://comms.kenwood.com/en/>

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