

MITEL

Hospitality Specialist Designation



Protecting Your Communication Investment with Certified Hospitality Expertise

In the hospitality business, seamless telephone service – at reception, in rooms and throughout the facility – is a critical part of your guests' experience. You want to know that your telecommunications Solution Provider can add value to your investment by providing an ideal solution to meet the unique requirements of your facility, your guests and your franchise.

Choosing a Mitel® Solution Provider with a Hospitality Specialist designation is the most important step in obtaining a state-of-the-art communications solution from a Solution Provider with experience, expertise and focus on the hospitality market. Mitel Hospitality Specialists follow Mitel's rigorous requirements as well as those of your franchiser.

Exactly what should you expect from a Mitel Hospitality Specialist and what does that mean to you and your guests? This information sheet outlines the Mitel Hospitality Specialist designation and the key benefits to you.

When you choose a Mitel Hospitality Specialist, you get:

- **Experience** – at least 12 Mitel systems sold and installed annually to hospitality providers
- **Expertise** – IP certified
- **Value** – insight into the special communication needs of, and solutions for hospitality providers
- **Credibility** – has met the rigorous requirements of the Mitel Hospitality Specialist Designation
- **Commitment** – sells only new, warranty-backed products and installations that meet the industry and franchise standards of hospitality providers



it's about **YOU**



Hospitality Specialist Designation Criteria

Every Mitel Solution Provider has been selected from among top Solution Providers nationwide. Each employs Mitel-certified technicians, adheres to stringent customer service requirements, has technical expertise and regularly attends training courses for re-certification on new product developments and software upgrades.

In addition to these criteria, a Mitel Hospitality Specialist meets the following five requirements designed so that you receive a true hospitality communications solution.

1. Experience Criteria

The Solution Provider sells and installs a minimum of 12 Mitel systems annually to hospitality providers. This signifies that you are dealing with a Solution Provider that has substantial phone system experience and business acumen. You'll benefit from the knowledge and ideas the Solution Provider has gained through years of industry relevant experience.

2. Expertise Criteria

The Solution Provider is IP certified. This provides you with the knowledge that you are hiring an experienced Solution Provider with the skills you need to deploy the best solution for your needs. You'll have the advantage of capable technicians, reduced likelihood of problems and rapid resolution of issues that may arise.

3. Viability Criteria

The Solution Provider's minimum of U.S. \$500,000 in annual Mitel product purchases demonstrates commitment to the Mitel product line. Such a Solution Provider will be there to meet your needs long after the solution is installed.

4. New Product Criteria

The Solution Provider shall quote on and install new products only, so that the solution you get is manufacturer-backed by a full warranty.

5. Standards Criteria

The Solution Provider's adherence to standards established between Mitel and your franchiser gives you the comfort of knowing that your solution will conform to industry standards and your franchise's specific requirements. This speeds your selection process, eliminates approval hassles and gives you confidence that your choice of solution is the right one. In fact, Mitel Solution Providers have even helped some hotel companies develop franchise requirements.

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