

pmslink



char



HOTEL SOLUTION

The easiest way to integrate everything with everything ...

Integration of PMS systems with Grandstream systems



The hospitality solution that converts the Grandstream UCM PBX in a
100% Hotel system

pmslink is a middleware software that integrates the telephone system (**PBX**) with any Property Management System (**PMS**), converting the **Grandstream** PBX into a **100% hotel system**.

pmslink is able to:

- Integrate **several systems** with the same solution (PBX, Hotspot, IPTV, Keys, Efficiency Systems, Multimedia systems, Guests Apps, ...)
- Can be installed **On-Premise or in Cloud**.
- Support by default a **large number** of external Hotel devices / systems.
- Integrate / Adds new systems (PBX, Hotspot, IPTV, ...) in a **short period of time**.
- **Emulate different protocols** and communication systems.
- Centralize all Hotel systems in an **unique application**, sharing the information between all the systems involved.

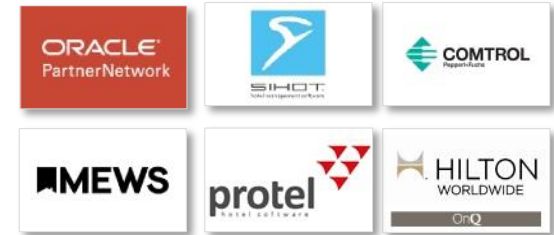
Integration with Property Management Systems (PMS)

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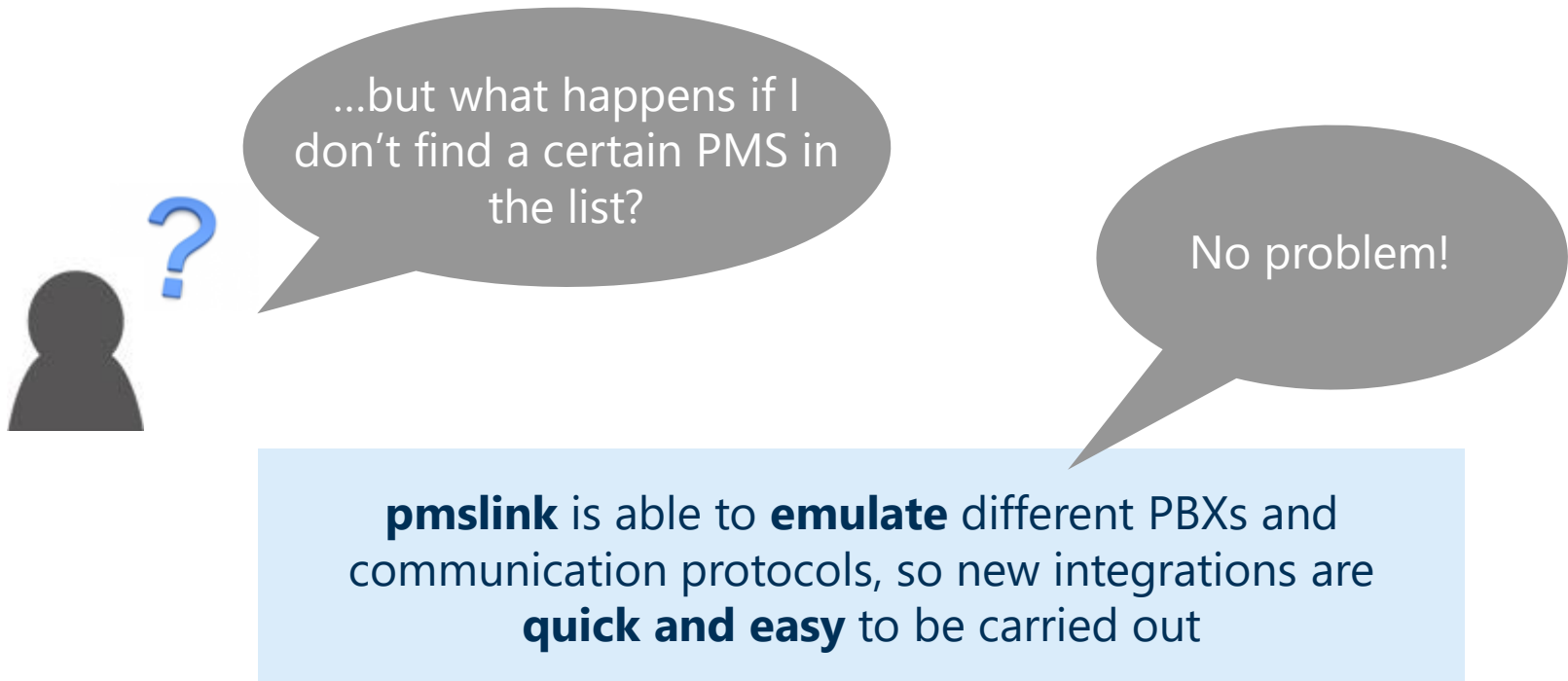
Certifications with major PMS systems worldwide

Currently with over 100 supported PMS systems, incorporating new systems continuously...



Integrated Systems List, please click [here](#).

Integration with Property Management Systems (PMS)



- ✓ **PBX's emulation** allowing an immediate connection with the PMS system.
- ✓ Incorporates **standard hotel protocols** used by many PMS (AHL, FIAS, ...).
- ✓ We make **Agreements with the new PMS systems** to create certified drivers, ensuring the continued evolution of the protocols implemented.

Integration with Grandstream telephone systems

Integration with PBXact telephone systems

Communication **FROM** the PMS system **TO** the Grandstream system



CHECK IN

Allows to make outgoing calls



CHECK OUT

Outgoing calls are not allowed



ROOM MOVE

Moves guest information data to the new room



ROOM UPDATE

Updates any new guest information entered



REMINDERS

Enable Wake Up calls to guest rooms



DND

Allows to set 'Do Not Disturb' feature to guest's room



MESSAGES

Allows to enable/disable the message's lamp on guest phone



GUEST NAME

Guest's name will appear on phone's display at the Front Desk

Communication **FROM** the Grandstream system **TO** the PMS system



CALL ACCOUNTING

Send charged guest calls to the PMS



ROOM STATUS

Send Room Status codes to PMS (clean, dirty, ...) dialed from guest's room phone



MINIBAR

Send Minibar charges to the PMS system

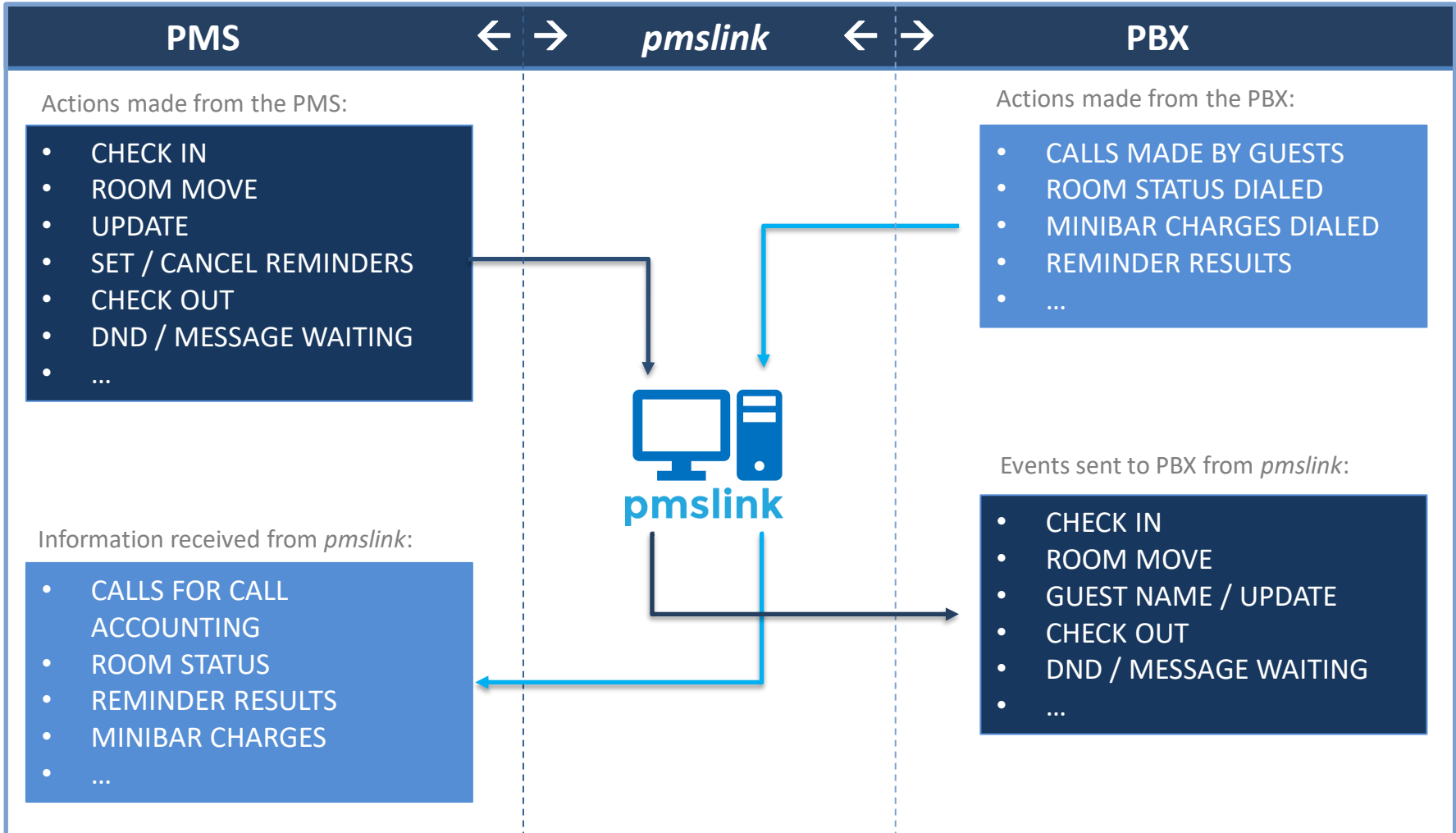
(in process)



NOTIFICATIONS

Send Reminders / Wake Up notifications (Cancelled, Activated, Answered, ...)

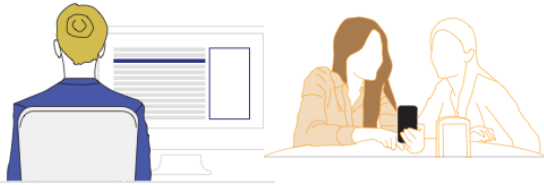
Workflow PMS – PMSLINK – PBX



How does it work?

Lets see a Check-In and a call made by Guest as an example...

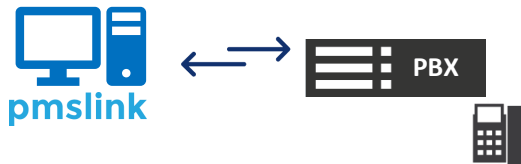
1) Guest arrives at the Hotel and starts the Check-In process. Guest information is introduced in the Property Management Hotel System (**PMS**) by the Receptionist.



2) Once the Check-In is done in the **PMS** system, the information is sent to **char pmslink** through the proper interface between both systems.



3) **pmslink** receives the information from the **PMS** and then sends commands to the PBX in order to allow calls from that room number, set reminders, ...



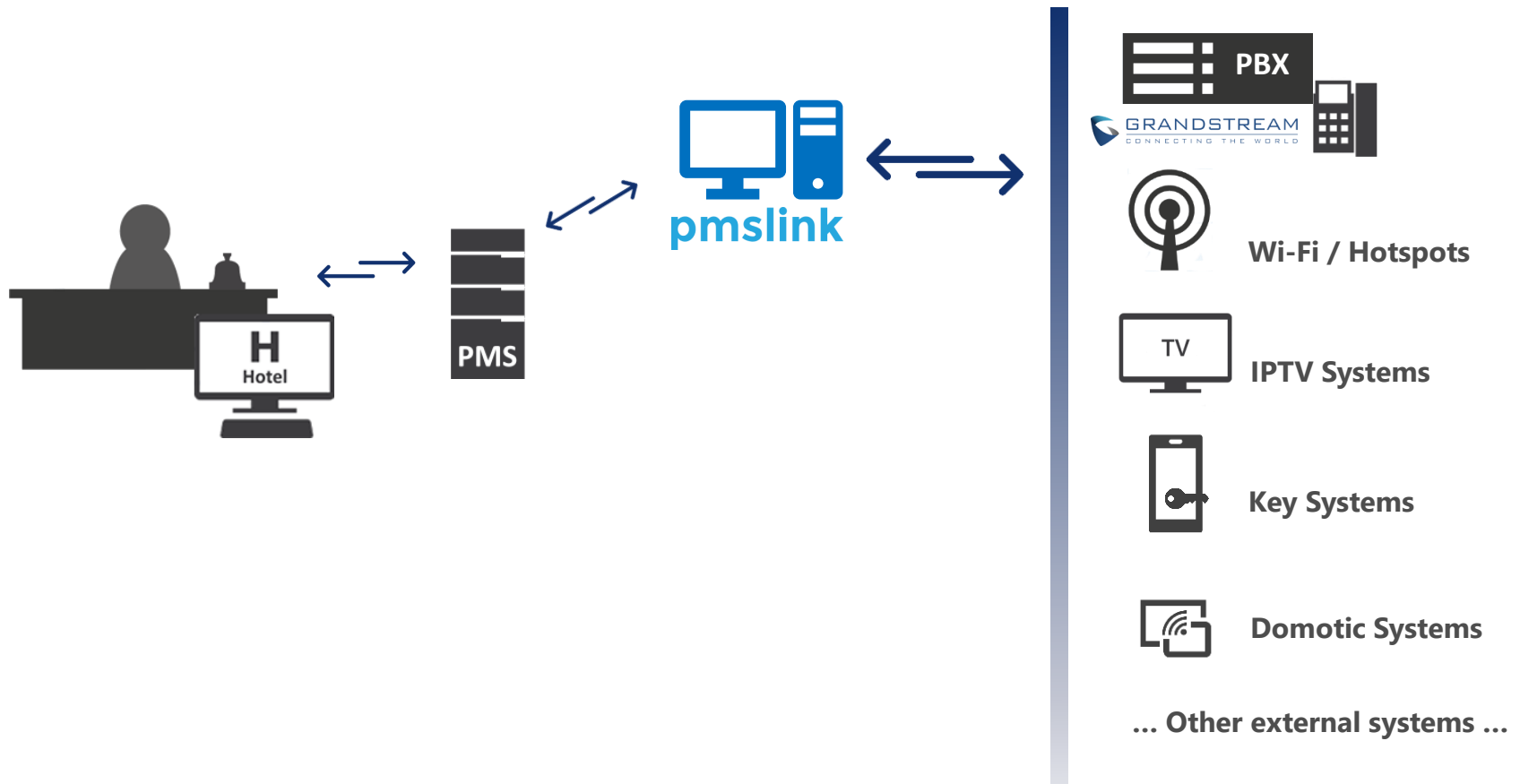
4) In the case a phone call is made by the guest, the PBX sends that information to **pmslink** and **pmslink** sends the information to the **PMS** for Call Accounting purposes.



Integration with external systems

Integration with external systems

In the same way that the integration between the PBX and the PMS system is required, the Hotels are increasingly demanding a higher degree of **integration with all the systems involved.**

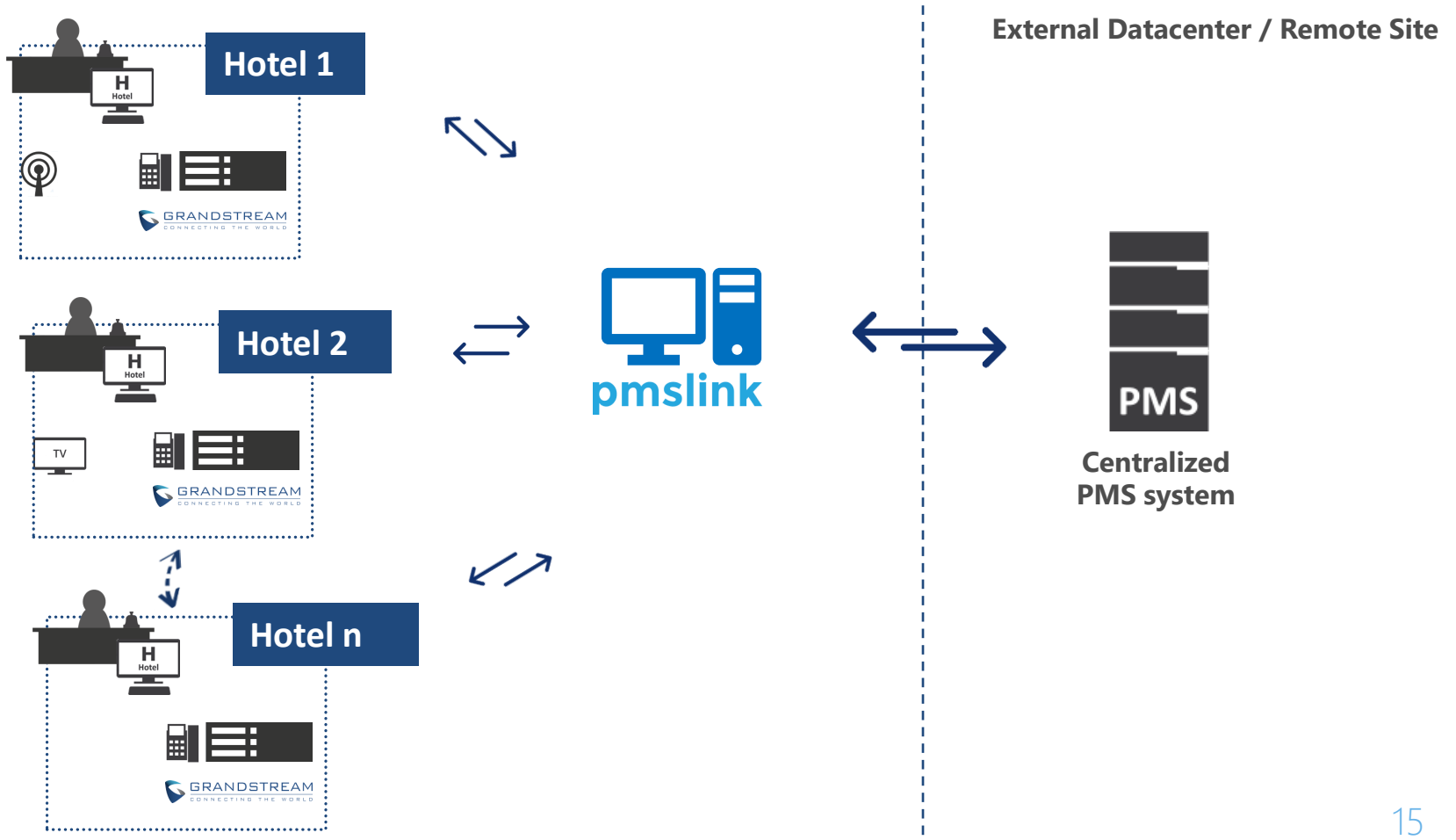


And of course, **pmslink** is the solution to integrate all systems using a **single interface**

Centralized environments

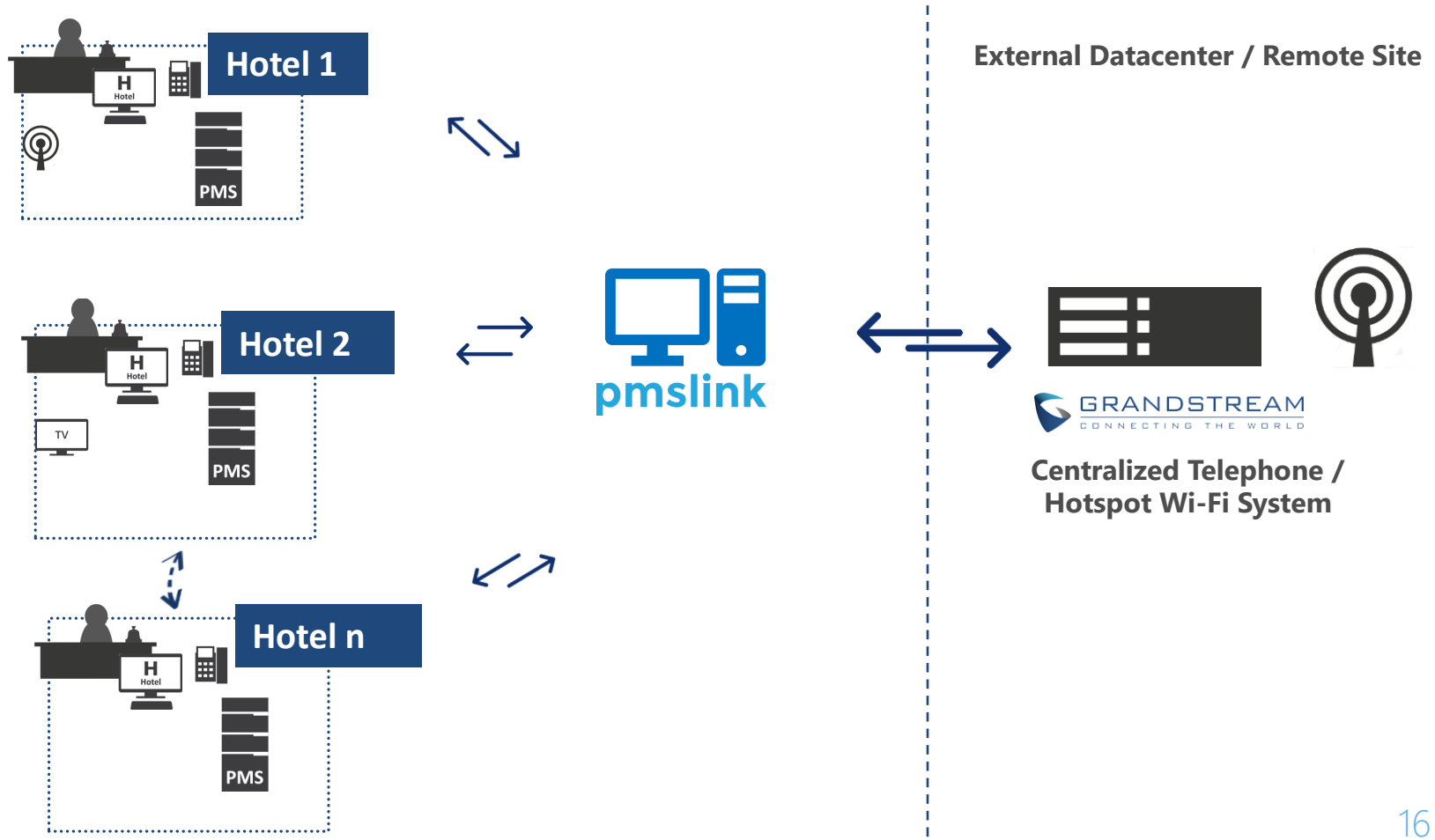
Centralized environments

With **pmslink** is also possible to **centralize** several hotels with a single PMS system ...



Centralized environments

... and also, to integrate several hotels (with their corresponding PMS system) with a single Telephone system that serves to all hotels (or a Hotspot system) ...



char: experience and innovation

Since 1996 we have been creating specialized solutions to manage the call accounting information for business environments and we create solutions considered as a reference for the integration with systems, equipment and devices, focused on the Hotel environment.

With over 40.000 users in Spain and other countries, our products are **leaders** in the management of data and system integration for the **Hospitality sector**.

HMobility: char's hotel division

HMobility is the char's division for hospitality solutions.

We develop systems and provide services for the Hotel sector, directly to End Users (hotels).

Our solutions are focused to the hotel's staff and Guests.

char



Thanks for your attention.

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