



HOTELS

AEONIX Case Study

Holiday Inn Puerto Rico

TADIRAN. SIMPLY DONE RIGHT

Holiday Inn Mayaguez

In March of 2015 a Tadiran Elite Partner sold and installed the Aeonix Unified Communications and Collaboration (UCC) solution to the Holiday Inn in Mayaguez, Puerto Rico. The Aeonix UCC solution replaced an existing Nortel telephony system.

The motivation to move to the Aeonix was based upon the customer's desire to upgrade their communication system to add the latest unified communications capabilities including; mobility, video conferencing, fault tolerance, and call accounting.

The Hospitality installation includes **200 Tadiran phones** bundled with an Aeonix UCC solution with integrated Fidelio Opera, Property Management Software (PMS). The OPERA Property Management System (PMS) is designed to meet the varied requirements of any size hotel or hotel chain.

The Aeonix Hospitality Solution enables the hotel staff to excel in their performance and to deliver the best possible customer satisfaction experience, for both hotel guests and property management staff. Features such as Room Status Updates, and Aeonix Call Accounting enable the staff to manage their time and money more effectively. The

Holiday Inn will also use the video conferencing inherent in the Aeonix to initiate and manage video calls between their properties in Puerto Rico and the U.S.

Call Accounting

Aeonix Call Accounting allows the Holiday Inn to comprehensively manage telecommunications expenses by tracking all incoming and outgoing calls. The data collected can instantly be reproduced in the form of statistical reports. In addition, they will be able to track desktop phone, soft-phones, and mobility call records for a holistic view of all their telecommunications usage.

Mobility

Aeonix allows up to 25,000 users to be registered in the system. Mobility features allow connection of remote SIP clients as well as to GSM cell phones to generate and receive calls.

Video Conferencing

Aeonix video conferencing solutions allow businesses to conduct meetings in a more efficient manner while reducing overhead

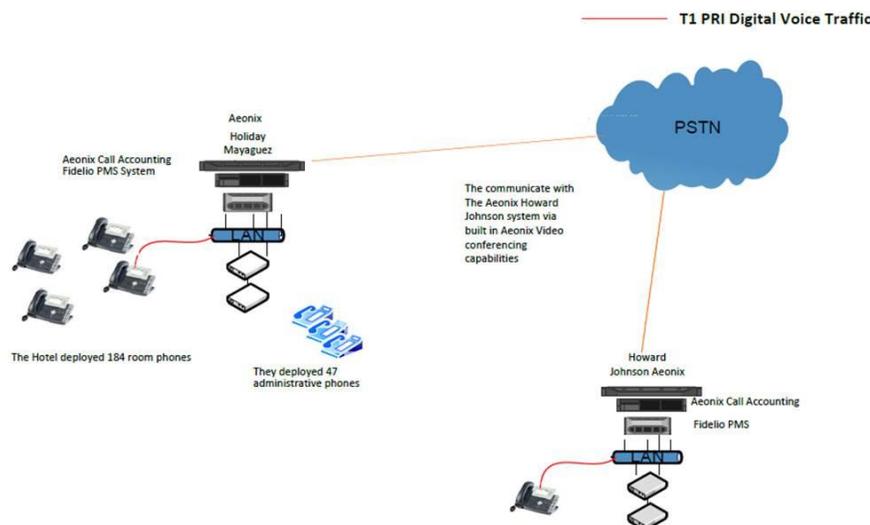
and travel expenses. Tadiran's integrated video conferencing solution is an open standard, SIP-based video/audio conferencing solution for businesses of all sizes.



Holiday Inn®



Topology



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Aeonix is a software only communications solution that consolidates disparate business applications into a single, fault tolerant platform. The Aeonix Unified Communications platform, Aeonix Contact Center(ACC), and Aeonix Dispatch Console (ADC), all reside in one virtual instance or COTS server. Aeonix runs on any virtualization platform including VMware, Hyper-V and cloud platforms such as AWS, and can easily port from one platform to another ("Bring Your Own Cloud"). Cloud based, hybrid or on premises, Aeonix provides the same enterprise grade feature set and capabilities. Aeonix' unparalleled scalability allows immediate ROI for a Managed Services practice. Other advantages of the Aeonix include simplicity of implementation and maintenance, and support for open standards such as SIP (unmodified), CSTA, and Web Services.

Your Benefits

Scalability- Aeonix has the ability to extend customer networks based on current demand and changing needs. The open-ended architecture allows customers flexibility to buy and install only what they currently need, and to add users, remote locations and additional applications as they become necessary. The standard system solution has the ability to provide service from 10 to 25,000 users

Simplicity- Aeonix includes unified management of all system services and applications. An intuitive GUI and a simple licensing mechanism make it easy to install, manage and maintain. Adding users, remote sites, or applications to one Aeonix server, is the same as adding them to every server in the network

Open Architecture- Aeonix supports standard protocols such as SIP (unmodified), CSTA, and Web Services. This non-proprietary architecture allows customers to seamlessly integrate a variety of common applications and to add desired devices to the system (Bring Your Own Device). Security protocols are implemented to ensure the system's integrity and prevent unauthorized operations

Resiliency- A system can consist of one or many servers while each Aeonix server provides complete 100% application functionality. In a "clustered" (multi-server) environment, automated diagnostics and recovery mechanisms deliver the highest levels of fault tolerance and failover.

The Aeonix delivers powerful, flexible, and adaptable communications to enterprises both large and small. Its simple unified management structure ensures that customers experience the lowest total cost of ownership (TCO) with minimal IT resources required.

About Tadiran

Tadiran Telecom (TTL) L.P. is a privately held partnership, owned by Afcon Holdings Ltd. and part of the Shlomo Group. It is an established global provider of Unified Communications & Collaboration (UC&C), Contact Center, and Control Room solutions, serving businesses of all sizes, including tier-1 organizations in various market segments in 41 countries worldwide. Tadiran solutions feature a comprehensive family of products including UC platforms, IP PBXs, soft switches, contact centers, Dispatch Console, IP phones and mobility and desktop solutions.

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