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Our Next HTA :

Sales And Catering Systems



Featured Topic:

Call Accounting Systems

Editor's Note:

This week's issue looks at **Call Accounting Systems**, and includes our customary leading article, along with insight from a few developers of these systems, from as far afield as Singapore.

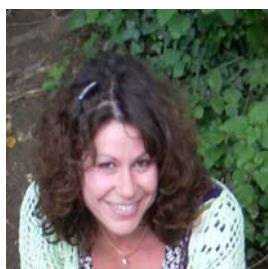
During our research it has emerged that hotels still require Call Accounting solutions, but that these are now very mature systems, with little technological change noted.

As guests use their cell phones and the Internet more and more, they are using the guestroom phone less and less. However, as we highlight in this issue, Call Accounting Systems are now being used to manage not just the call infrastructure, but the *communication* infrastructure of a property, or group.

Our final newsletter of the year will be a Special Edition entitled **2008—Looking Ahead**. If you feel you have something interesting to tell us regarding the next twelve months, please do let us know. We intend to feature the thoughts and insight from some of the major players in global hospitality and foodservice, and are keen to interview both vendors and operators for this issue.

We will be back in the New Year with an HTA issue focusing on **Sales & Catering Systems**, so if you are interested in being featured, or have any related news, please do not hesitate to contact me.

As ever, I am always happy to hear from you, so keep those questions and comments coming in!



~ Rachel Clare ~

rclare@accuvia.com



Call Accounting Systems



By **Nick Scavone**, Senior Consultant with Accuvia.

Nick offers over twenty-five years' experience of management positions in hotels, resorts, and marinas, as well as previous ownership interests in restaurants, computer companies and consulting businesses. Always involved in the technical aspects of the industry, Nicholas is both an MCSE, and familiar with many other OS platforms and computer-based business solutions.



There was a time when the hotel room telephone was an essential part of the stay experience; a wonderful technology that connected the guest to the services of the hotel and to the outside world. Hotels charged fees to recover their costs to provide the infrastructure and to generate profits. As guests did not have any options, hotels were able to aggressively price their services.

Today, hotels still have phones in their rooms, but everything about the underlying infrastructure and ability to charge for usage has completely changed. This is not your father's telephone system anymore. However, Call Accounting systems are still fundamentally important for identifying, tracking, and pricing calls.

Essentially these systems attached to the main phone switch and capture the call detail information as it comes through the system and, based on a rate table supplied by the vendor on call charges, the system allows the hotelier to place a mark-up on each call that was made. Historically, this turned the telephone into a revenue source.

Flash forward to today and

we see a very different telephone environment. All the underlying technology is now digital, cell phones are ubiquitous and consumers are used to having choices on phone and communication services. The communication infrastructure of the hotel can be largely by-passed.

When the cell phone arrived, the revenue and profits from in-house telephones left.

However, hoteliers are using their communications environment to differentiate themselves by providing unique service offerings. These include offers such as providing free calls to certain guests and bundling phone calls with high-speed Internet services for a single fee.

As a result, the usefulness of Call Accounting systems has remained, as they have met the challenge of the digital communications world by being able to not only continue their traditional role of call capture and mark-up, but by also now providing a full-featured management interface for the control of all communications services that pass through the hotel infrastructure.

We see a certain trends in the deployment and use of Call Accounting Systems. These include:

1. Hoteliers are eliminating multiple, small systems once distributed across multiple properties and leveraging the value of their internal networks and the Internet to consolidate system capabilities into a single, in-house or third-party hosted solution.

2. An increasing number of operators are personalizing voice and Internet service content as well as pricing based on their total relationship to visitors and guests. As an example, frequent guests may be offered low cost or free services based on their loyalty to the brand. In addition, operators are using these low-cost structures to compete profitably with consumer telecommunications providers.

3. There is a trend toward consolidating telecommunications monitoring, analysis, and management activities across one or many properties and across one or many communications infrastructures. Hotel operators are

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establishing a single standard reporting and analysis structure that is enabled by a single system deployed across multiple properties.

4. Employee attention is moving away from monitoring and analysis of the telecommunications infrastructure and is focused instead on ways to better illuminate, measure, and resolve problems and opportunities.

5. Hoteliers are managing switched voice, voice over Internet, and broadband Internet services from a single billing and provisioning platform. They seek a single enterprise pricing strategy regardless of various technologies across multiple properties.

6. Costs and revenue losses are being reduced as operators shorten the cycle time between a telecommunications problem's occurrence and its resolution.

This is achieved by integrating both technology and analysis processes for the rapid monitoring and initiation of action.

7. Operators continue to seek ways to minimize the number of interfaces and system integrations as both a cost and a point of failure. They are seeking middleware solutions that standardize interface management and provide a single platform for monitoring and management across one or many of those properties.

8. An increasing number of hoteliers are turning to hosted solutions through which they license the software as an ongoing service, which often includes value added services provided by their vendor.

As we became a digital society, the desire for more granular information and management became more

important. In the hospitality business, the need to 'personalize' the guest experience will continue to grow, and a natural extension of that will tie the guest's personal communication platforms to the hotel infrastructure, so that their needs can be addressed.

Call preferences, frequent numbers, flat rate pricing and the rest are all now expected services that have become essential parts of the guest stay. Call Accounting gives the hotel the ability to control, manage and adapt the communication infrastructure to meet these challenges in new and creative ways.

*Our thanks to Diane Estner ,
Director of Global Sales for SDD for
her assistance with this article.*

FCS Computer Systems (Singapore)

FCS is part of **Planet One Pte Ltd**, based in Singapore, which is a regional network of technology companies aimed at accelerating productivity, profitability and global success for businesses. Planet One works towards providing a single-source delivery of end-to-end solutions by forming strong relationships with its technology partners and by combining the expertise and coverage of its technology-related companies throughout Asia Pacific, which include **3D Networks, Net ProActive Services** and **FCS Computer Systems**.

Founded in 1982, and with headquarters in Kuala Lumpur, FCS Computer Systems is a major converged communications integration (CCI) vendor to the hospitality industry in Asia Pacific, and now has offices in sixteen countries. The company has provided CCI solutions to more than 2,500 hotels and installed over 4,000 solutions in over 32 countries.

FCS specializes in billing services systems, voicemail, interactive voice-fax systems, IP-based converged telephony integration, customer operated call centers, integration to host computer systems, XML applications, and interfaces to a wide

range of mobile devices.

According to Singapore-based Tony Lee, Chief Executive Officer for the Group, FCS' Windows-based product, FCS Winsuite Call Accounting, has now evolved into a Universal Billing System which enables a range of services to be billed either at property level or at geographical level.

FCS WinSuite is a single call charge and billing system that manages the costs of telephony and service usage in a hotel. The application allows hotels to migrate from present premise-based systems for PMS and Call Accounting to a centralized system without the need for replacing the current PBX system at each hotel property.

Winsuite Call Accounting integrates with all major PABXs on the market today, including: **Avaya, Alcatel, AT&T, Ericsson, Fujitsu, NEC, LG, OKI, Philips, Siemens, and Cisco**.

Cleo Lim, FCS' Regional Marketing Manager, also based in Singapore, spoke to Accuvia about the trends she is seeing

in Call Accounting. She told how hotels are constantly looking for ways to optimize the bottom line, and that they look to billing systems to apply the process of sourcing vendors, presenting data, negotiating, demand forecasting and pricing strategy.

'With the possibilities that convergence offers, hotels will soon get complete visibility across all revenue channels for total profit management,' she said. 'They also get many

advantages, including a trusted price strategy, from the application.'

FCS customers include: **Hilton Hotels, Starwood Hotels and Resorts, Six Continents Group, Pan Pacific Hotels and Resorts, and Marriott International.**



Tiger Communications, PLC

Hampshire, UK-based **Tiger Communications** is a global provider of Call Accounting systems to hospitality and other industries, and has offices in Belgium, Dubai, Mexico and Portugal. Specifically for hotels, Tiger offers:

TIGER HOTEL PRO, designed to maximize telephony & data revenue whilst improving guest satisfaction. It contains a suite of features that help hoteliers encourage guests to use the telephone services and facilities available, not only within their rooms but also throughout the hotel.

TIGER InnOvation 2020 combines voice mail, automated attendant, and wake-up calls in one system. Its feature set transforms guest phones into complete information centers, which translates to increased productivity and profitability. The application interfaces with a hotel's existing equipment, so there is no need for replacement phone systems.

An IP phone showing Tiger XML Guest Services



Tiger IP Connect Lite is a Windows-based software solution to manage a single **Nomadix** powered hotspot. This solution is designed to enhance the Internet service billing capabilities of hotels and any other public service provider, and simplifies the setup and management of a hotspot and its customers. Tiger IP Connect interfaces to the most common PMS.

Tiger also offers Tiger XML Guest Services, through **Cisco & Alcatel** IP Phones.

We spoke to Simon M. Udell, Global Hospitality Solutions Director at Tiger, and asked him what trends he is seeing in Call Accounting. He replied that Tiger as a company are seeing increasing desire to centralize solutions. 'This ranges from clustering or regional groups, centralizing of whole groups, through to hosted and managed,' he said. 'Customers are also looking for transparency in telephone call charging, along with expertise in assisting with the levelling of call rates.'

Udell continued by saying that with the need to protect existing revenues, they have seen a big swing away from the traditional "lock it in the comms room and leave it alone", to a much more proactive management and analysis of voice and data.

In terms of what hospitality operators currently seek in a call accounting system, Udell believes the main drivers are ease of support and deployment, guest-centric services, estate-wide view of usage and configuration, and enhanced IPT integration.

We then ask him how Tiger is enhancing their hospitality offering to keep up with the competition. Udell replies that the company has always strived to provide solutions to meet today's needs, with the capability to expand for tomorrow's. 'We are focused on providing Guest Centric solutions that integrate with many other systems to provide a seamless look, feel, and experience for the guest,' he went on.

'We have expanded our flexibility around guest information, loyalty and packaging, along with strong offerings for multi-vendor XML and HTML delivered Guest services, to ensure that the look and feel across PDA, notebook, TV, and room phone are the same.'

And can Udell think of a client who has used their application in a particularly interesting and innovative way? 'One of our customers uses our products to allow their guests to authenticate their loyalty membership in order to gain free HSIA,' he answered.

'Another uses our products to deliver Golf Tee-Off times and messages direct to the display phones within their lodges.'

Delray Beach, Florida-based **SDD** develops JAZZ Fusion, an on-premise server-based software system for provisioning voice services and broadband Internet services to guests, tenants, visitors, and employees. JAZZ Fusion can be delivered as On-Premise, Centrally Hosted SaaS, Fully Managed, or as Web Services.



We spoke to Diane Estner, Director of Global Sales for the company, who said that the primary strength of SDD is that they offer a fully centralized enterprise solution.

For example, SDD connects all the **Hyatt Hotels** in North America, using one single system, which both optimizes operations and reduces costs. By using one system across all properties, all data is stored in one location, billing can be personalized, and profitability can be easily managed.

Estner also cites **Wyndham Hotels** – the first major brand to install SDD's single, enterprise system, in 2002. They wanted to offer free local and domestic phone calls and free Internet access to their loyal guests, which at the time was unprecedented.

Wyndham proceeded to build a very successful loyalty program, which became the driver for this initiative. 'Wyndham became their own ASP,' said Estner, who added that costs for the group were very low, as guests continually used their cell phones to communicate.

'We became the interlink between Voice and Internet,' she said, 'and this was our entrée into becoming a centralized, Customer hosted enterprise-level ASP platform for billing & provisioning.'

This was over five years ago, and now SDD has numerous hotel brands using a centralized, ASP system, which Estner believes is becoming a lot more accepted in the industry. She thinks there is a lot of growth in properties taking solutions above-property, with Voice and Internet managed on converged networks. 'I'm seeing that guests are communicating as much, if not more than before – it's just done in a different way.'

JAZZ Fusion is a fully integrated converged platform for Voice and Data. Most vendors offer vertical applications, such as 1 x PBX, 1 x VOD System, 1 x Internet Gateway for guests... but JAZZ is more middleware, and scales horizontally, and across technologies and across multiple properties. 'We are agnostic to the technology used, which

has allowed us to position ourselves where we are today. As far as I know, we are the only ones doing this,' claims Estner.

'Hoteliers are starting to think: "we'll ultimately end up giving Voice and Internet services away," but I don't agree. Consumer communications are not free today and they never will be. And consumers don't even expect free. But they do expect market prices and not 10,000 percent markups. The profitable hoteliers I see are matching pricing with the overall guest relationship.'

Like the consumer communications industry (i.e. mobile phones), the profitable hoteliers today realize that control of their billing and provisioning system is the core strategic technology.

We then discuss billing, and how if the guest is, say, a special corporate client, or platinum loyalty member, the hotel can decide how to charge them. 'This is what we call guest-centric, or guest-dynamic billing,' said Estner. SDD receives a record of the guest once they have checked in, and is told how to treat them. This could involve giving the guest certain services for free, if they are a profitable customer in other areas.

Hotels that have all properties on one system can offer special rates for communications billing, so that, for example, all **IBM** guests staying at any location are offered a special price – as they are all on the same database. 'This is one of the things that has made us successful. It's a very cost-effective way to offer personalized billing.'

On a general note, Estner confirms that phone and Internet are today profitable hotel services. She describes the hotelier's real communications challenge this way: 'hoteliers for the first time have to compete on price and must actually manage to profitability.'

This is harder now in a rapidly changing industry and hotels have not had the tools or resources on-property to continuously drive costs, revenue, and profit improvements.

'We found that having intelligence and profit management is very important, so now we offer both a technical platform and profitability management service to drive the bottom line, and take every opportunity to increase revenues,' she said, adding that: 'It's nice to have the tools but the real value is when you add a super-user analyst who can reach across your properties and find profits for you.'

SDD provides such analysts as part of their JAZZ TeleManager Services. The analysts shift hoteliers away from just finding telecommunications bottom line problems and toward acting on the opportunities the analysts present them. They help structure hotel telecommunications management around bottom line returns.

Control Corporation

Maple Grove, Minneapolis-based **Control** is a major player in device connectivity, and offers a wide range of hardware, software, and supporting services.

The company is the sole developer of a universal interface technology, known as Lodging Link, that creates seamless communications between a hotel's PMS and its guest service systems, such as call accounting, keyless entry, PBX, voice mail, etc., and currently offers hundreds of interfaces that are operational with many major property management systems.

Control's hospitality products division supplies Lodging Link technology direct to PMS vendors for hotel device connectivity and the integration of disparate systems.

The PMS/GSS interface is necessary to enable centralized and efficient management of lodging facilities. It allows for tracking, capture of charges, and other activities related to automated in-room services like telephones, pay-per-view movies, electronic mini-bars, and Internet access.

Control provides a total solution to the historical problem of interfacing so-called "incompatible" systems. Lodging Link "speaks" in the company's proprietary Universal Hospitality Language Layer (UHLL), providing connectivity and bi-directional communication between the major PMS and GSS systems on the market today.

Control's Lodging Link product was formerly owned by **Protocol Technologies Inc.**

Last month, Control announced its 60th Lodging Link partner, NOVEXSYS, developed by **Centrada Solutions**

LLC. NOVEXSYS is a web-based, OTA-compliant PMS, on the market since September, and is one of the only solutions of its kind that is SaaS-based and operates with a hotel's existing hardware. It is built on the Microsoft .NET Framework and so incurs no licensing fees.

'NOVEXSYS is perfectly paired with Lodging Link technology and our business model,' said Bradford Beale, Vice President of Control Corp. 'Our joint solution offers service-oriented hotels a scalable, affordable, and easy-to-use solution.'

Steve Woodward, President of Centrada, commented: 'Our mission is to provide just the services smaller hotels need, at a price point they are comfortable with. Lodging Link is a natural choice for us as our hotel guest-device interface provider. They allowed us to select just the interfaces we want from their extensive library, installed via the web.'



Resource Software International Ltd. (RSI)

Founded in 1990, Oshawa, Ontario-based **Resource Software International Ltd (RSI)** is a developer and manufacturer of communications management solutions. The company also offers a range of other products, including call accounting, hotel/motel management, ACD reporting, CCR, Voice Mail & IVR reporting, carrier comparisons, and rebilling outsourcing services.

For hotel customers, RSI offers its SHADOW cms Hospitality call accounting solution, that integrates with property management systems for billing purposes.

Rito Salomone, President of the company, spoke to us about what features and functionality he believes hospitality operators are looking for in a call accounting system.

He began by saying that communication services are

essential to the majority of hospitality guests. 'It is imperative for sophisticated hotel billing software to account for telephone charges, Internet usage, equipment fees, surcharges and taxes in real time,' he stated, telling how virtually every major hotel has some form of call tracking or call accounting software.

In the past, he continued, a decent hotel call accounting system would generally have been left in the back room, logging long-distance call records from a PBX serial port. The system would apply exorbitant rates and post them to the PMS. However, hotel telecom revenues are now declining at a rate of 3 to 6 percent p.a. 'Hotel general managers and comptrollers are forced to become more creative to meet bottom line objectives for communication,' he said.

Salomone believes that the traditional call accounting

system cash cow needs to be fine tuned to adapt to new technologies and market competition. 'The answer lies in the creative use of new call accounting modules, or more appropriately, a communication management system (CMS).'

According to him, the proper utilization of a hotel call accounting system can still derive huge benefits. For example, guests that get busy signals will find alternate ways to make telephone calls, and it is crucial that a property tracks the number of busy signals, overflow or blocked calls. This can be accomplished through the use of traffic reports that identify grade of service and peak calling hours, and which often recommend the proper number of trunks or lines for the property to run smoothly.

Salomone is aware that long-distance calling has been declining for years. However, he counters, local and toll free calls have been fairly steady, and so the use of billing thresholds can help increase revenue. For instance, a guest that talks for thirty minutes on a local call could be charged a small amount for facility usage; and some hotels have turned to adjusting room rates a fixed amount to compensate for lost telecom revenue.

Salomone also discusses the advent of flat-rate VoIP providers, which has given the business traveler the ability to bypass toll charges. 'A modern communication management system should be capable of adding Internet

usage charges into guest folios,' he said.

Proactive hotel properties use call accounting reports to determine calling patterns that show where guests are calling. These statistics help the hotel target marketing and negotiate better tariff plans, explained the president.

'Night auditors have always been asked to reconcile daily transactions; however, most failed to reconcile the transactions against the actual telephone bill,' he said. 'Examining telephone company records versus the call accounting records helps to ensure that all calls are being recorded, billed and appropriately surcharged.'

Finally, Salomone commented that many hotel call accounting systems are missing critical information, with extensions often not identified correctly as guest rooms, conference rooms, VIP or administrative, causing potentially lost revenue. 'Properties should ensure that their call accounting system is loaded and configured properly on a monthly basis,' he advised.



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Going Green In Hospitality

Highlights From Greenbuild Exhibitors

Greenbuild, sponsored by the **U.S. Green Building Council**, was held at McCormick Place in Chicago earlier this month. The event, aimed at hotel developers, showcases everything necessary to build smart, high-performance buildings, and attracted around 850 vendors. Some highlights follow:

Osram Sylvania announced its participation in the **U.S. Environmental Protection Agency's** Climate Leaders program, which involves reducing its corporate-wide greenhouse gas emissions. The commitment is one of the many goals set by the company's recently launched Global Care program.

Tennant Co. introduced ech2o, a cleaning technology that electrically activates tap water to make it act like a detergent with no added chemicals. ech2o is claimed to be the same or better than general purpose cleaners, without the negative environmental impact and health issues associated with producing, packaging, transporting, using and disposing of traditional cleaning chemicals.

Lutron Electronics launched a new campaign: "Light Greener, Light Better." One of its goals is to let people know that they can control how much light they use in any situation without sacrificing quality, at the same time saving money and contributing to a healthier environment. Quantum, their new product for whole-building lighting and energy management,

provides tools that identify and quantify energy savings.

Hobart Corp. has earned Energy Star certification for its resource-efficient dishwashing machines. On average, select Hobart's warewashers use 25 percent less energy and 25 percent less water than non-Energy Star models.

Zeroflush Inc. featured its Zero Water Urinals that offer up to 15,000 uses before any maintenance is needed.

Waterless Co. introduced a new waterless urinal model made from soy-based material.

Architectural Area Lighting, provider of outdoor fixtures for commercial applications, announced that it has neutralized its carbon footprint by taking steps to offset its carbon emissions.

Bentley Prince Street's California mill has become the first US carpet manufacturing facility to receive a silver rating from the U.S. Green Building Council's Leadership in Energy and Environmental Design Green Building Rating System for Existing Buildings (LEED-EB).

EnviroGLAS, which converts post-consumer and industrial glass bound for the landfill into sustainable and ecological materials, introduced EnviroMODE, made from recycled porcelain from sinks and toilets.

Hilton Introduces the Ecotainer

Hilton Garden Inn recently introduced the ecotainer, an environmentally friendly coffee cup, in over 340 locations across North America. Developed by **International Paper**, the cup is the only all-natural hot beverage paper cup that is coated with a corn-based plastic that requires less energy and generates less greenhouse gas during manufacturing. Cups can then be composted, rather than landfilled.

'Looking ahead to new ways to be more environmentally sensitive while providing guests with the consistent products, innovative amenities and friendly service that Hilton Garden Inn is known for, we are proud to be the first hotel chain in North America to offer the ecotainer in all our hotels,' said Jim Cone, Vice President of Marketing for the Group.

Cedar House Blends In Well With Its Environment

Situated in the Sierra Nevada Mountains, the 42-room **Cedar House Sport Hotel**, which opened in mid-2006, is hailed as one of the most environmentally efficient buildings around. Blending in well with the natural environment, the hotel uses cedar logs acquired from a reforestation project, and recycled steel. A pond captures rainwater for later use; a green roof featuring native perennials helps to reduce storm run-off; and rustic rain chains hang from it to channel rain water to the lower garden.

The Cedar House Sport Hotel



Marriott Heads For Zero Net Waste In Five Years

To mark America Recycles Day on November 15, sponsored by the **America Recycling Coalition, Marriott International, Inc.** headquarters has announced it will begin eliminating 2.5 million pieces, or 20 tons, of Styrofoam and plastic utensils annually, and replacing them with fully biodegradable products made of potato, sugar cane and cornstarch.

The initiative is part of a Marriott's global campaign to reduce its environmental footprint and save energy costs.

'This is just one step toward Marriott's efforts to integrate environmental sustainability into our business strategy, acting both locally at our headquarters and globally across our 3,000 hotels,' said Arne Sorenson, Co-Chair of the company's Green Council and CFO & President, Continental European Lodging.

Marriott HQ has also designated thirty parking spaces for drivers of hybrid vehicles, and is giving away reusable "to go" mugs and water bottles to employees, who also stand to learn green office strategies, with demonstrations on recycling, composting and energy conservation.

Marriott is on track to reduce greenhouse gas emissions by nearly one million cubic tons by 2010 - the equivalent of removing approximately 140,000 cars from the road.

The company has been recognized as a "Partner of the Year" by the **Environmental Protection Agency (EPA)** since 2004, and over 250 of its hotels have earned the EPA's Energy Star label.



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NEW for 2008:

Senior Management Conference

Hostec-Europe will be hosting a new, two-day Senior Management conference in 2008. IT professionals from the hospitality, foodservice and leisure industries will discuss strategic developments and forthcoming trends within the technology sector. This is a paid conference.



Conference program and registration details are coming soon!

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GuestLine Ltd

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2008 Show Calendar



Hostec Events organizes and produces the best of tradeshows, exhibitions, conferences and networking events promoting the development of technology information and education within the hospitality, food-service and retail industries.

The 2008 Hostec Events program includes:

<p>February 18 - 21, 2008</p>	<p>Hostec-Europe Co-Located with Hotelympia ExCeL. London www.hostec-europe.com</p>	 
<p>February 19, 2008</p>	<p>Hostec-Europe Senior Management Conference ExCeL. London www.hostec-europe.com</p>	
<p>April 19 - 21, 2008</p>	<p>FS/TEC Dallas, Texas www.fstec.com</p>	
<p>April 20, 2008</p>	<p>FS/TEC Official Party Dallas, Texas www.accuvia.com/fstecparty</p>	
<p>May 19, 2008</p>	<p>Technology Dinner @ NRA Chicago, IL</p>	
<p>September 17 - 20, 2008</p>	<p>Hostec-Asia Thailand @ IFHS Bangkok, Thailand www.hostec-asia.com</p>	 
<p>December 4 - 6, 2008</p>	<p>Hostec Marketplace Shanghai @ FHC China Shanghai, China www.hostec-shanghai.com</p>	 



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Calendar of Industry Events

Caribbean Hospitality Finance and Technology Professionals Conference
10-11 December, Jamaica, West Indies

Hospitality Law Conference
1 February, 2008, Houston, TX

Lodging Investment Conference
28-30 January, Los Angeles, CA

Inspire 2008 – RSPA’s Thought Leadership Summit
3-6 February, 2008, St Thomas, USVI

Vendors featured in this issue...

3D Networks
Alcatel-Lucent
Architectural Area Lighting
Ascom Wireless Solutions
AT&T
Avaya
Call-Systems Technologies Ltd
Cenium UK Ltd
Centrada Solutions, LLC
Cisco Systems, Inc.
Comtrex Systems Corporation
Control Corporation
EnviroGLAS
Ericsson
FCS Computer Systems Sdn Bhd
Fujitsu
Guestline Ltd
Hobart Corp
I-Control Hospitality Ltd
IBM Corporation
Koninklijke Philips Electronics N.V.
LG Electronics
Lutron Electronics Co., Inc.
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