



Voice Smart Networks Brings Massive Savings, Simplicity and Advanced Technology to the Luxe Hotel to Improve Guest Experience

Leading Unified Communications Provider Serves Leader in Hotel Industry

Voice Smart Networks, a leader in unified communications, announced today that the company has successfully deployed technology at two of the three Luxe Hotel locations in the greater Los Angeles area, bringing an organization with a historic reputation to the modern technology-centric world. Voice Smart Networks is one of the nation's leading providers of enterprise-level unified communications technology and has served many of the elite organizations in luxury hospitality industry. In short, the elite in virtually every vertical have turned to Voice Smart Networks for technological advisory services. This press release examines the biggest improvements made to the Luxe Hotel and educates other luxury hotels on how they can *modernize their technology, increase staff productivity* and simultaneously *boost the bottom line*.

"One of the first things we noticed was that the hotel was working with five separate telephone providers to keep their phones up and running. Our first course of action was to consolidate the services, which resulted in substantial technology savings for each location," states Dale Stein, Partner of Voice Smart Networks. "Additionally, this created a single point of contact, making it easier to hold the IT provider accountable for high-performing technology, at all times. Oftentimes, hotel managers find themselves in the midst of a never-ending war between opposing providers who provide supplementary services, like phone and Internet, yet when their technology doesn't work, the providers blame each other and the hotel is left with phones that aren't working. That type of ineptitude is simply unacceptable for our clients, which is why we take such a strong stance to establish a single point of contact to eliminate this issue entirely."

Once Voice Smart Networks had created a single point of contact for support and new equipment, the next step was to assess the network. Voice Smart Networks was quick

to discover redundant technology, such as unnecessary phone lines or more efficient ways to utilize bandwidth which they later streamlined. After cleaning up the network, this resulted in *lower* monthly bills than the hotel was presently spending in addition to upgrading the technology at both locations to boost employee productivity across the board.

Furthermore, Voice Smart then went on to network both facilities together, so they could operate in unison, adding much needed flexibility in staffing and coverage between the two locations. For example, hotels face this when one location is inundated with incoming reservation calls and they need additional support to field them all. In a unified solution, employees can click a button and instantly start processing those calls to help the neighboring staff with the influx of reservation requests. This decreases on-hold times and gets all of the company's resources under the same umbrella.

"They asked me what went well during the install and I think we won big on several fronts," states William Cygnor, Regional Director of Finance of Luxe Hotels. "They were very professional, quick to respond when we had a question and have helped to revitalized our hotel with the luxury technology that reflects our values. It's exciting to see the staff with more tools to accomplish their work more effectively, enabling them to collaborate cross-location and I still can't believe how all of this new technology actually *boosted our profitability*. I'm very glad we went with Dale and Tom Sammut from Voice Smart."

One of the other ways that Voice Smart Networks is helping hotels to increase their profitability through technology is to make sure that they are minimizing liability due to technology. For example, many hotel managers aren't aware of recent legislation that arose from a child not knowing that they had to dial a "9" before they called out of the hotel to reach emergency services. That same piece of legislation now requires all hotel phones to dial 911 directly, in the case of an emergency and many hotels are being penalized with lawsuits because they are in violation. Luxe hotel is compliant on regulations like these, in addition to many more, keeping the company protected on all fronts.

ABOUT VOICE SMART NETWORKS

Founded in 1982, Voice Smart Networks is Southern California's leading data and voice company. The company's mission is to increase its customers' profitability, improve their productivity and give them a competitive advantage by implementing the right technology. Voice Smart Networks is the only provider that protects its customers from the two risks of technology - obsolescence and cost. As its customers' trusted technology advisor, Voice Smart Networks has earned the position as the market leader and its customers' business through quality products and services.

As a premier member of Technology Assurance Group, Voice Smart Networks is able to fulfill all of its customers' technology needs. This means that the organization is the ultimate resource for business phone systems (VoIP and Session Initiation Protocol (SIP) provisioning), Managed IT Services, Network Security, Video Conferencing and Disaster Recovery.

Voice Smart Networks delivers future technology today! For more information, please visit please call 800-500-2696 or visit us at www.voicesmartnetworks.com.