



## Fidelio Two-Way PMS Interface

Power and Simplicity in Telemanagement



Compatible with  
Fidelio Suite 6,  
Front Office Version  
7, and Opera  
Enterprise Solution

Hotels and resorts are looking for ways to stem the tide of ever decreasing phone revenues. ISI Telemanagement Solutions' new two-way Fidelio interface not only helps increase your phone revenues, but also helps you increase guest satisfaction and possibly even room occupancy rates.

With Infortel Hospitality, ISI's full-featured call accounting system designed specifically for the hospitality industry, properties can use their telephone system as a strategic tool to gain increased revenues.

Infortel Hospitality can help you offer the incentives necessary to sign up that large group who wants to take a block of rooms. With Infortel Hospitality, it is now easy to offer special group-specific phone rates to that prospective customer, along side unique rates that have been given to other customers. Infortel Hospitality can read the group code on the Fidelio PMS check-in record and establish special costing for all calls.

ISI can also help you structure incentives to entice your best customers with special phone rates. Infortel Hospitality can read the VIP code from Fidelio and give these guests special perks. The result is increased guest satisfaction and return visits from your customers.

### [The Technical Details](#)

ISI has developed a two-way Ethernet interface to the Fidelio line of property management systems. Specifically, this interface is compatible with Version 6, Front Office Suite 7, and Opera Enterprise Solution Property Management Systems from Fidelio.

Using this interface, Infortel Hospitality accepts check-in, check-out, and room swap messages from Fidelio over an Ethernet link. When Infortel Hospitality receives these records, it automatically sets up billing for the room.

For example, when we receive a message that states a high-level VIP has checked into a room, we can give that guest free local and free domestic long distance calling. When that guest checks out, we can automatically reset the billing for the room so that calls are priced normally.



## About ISI

ISI Telemanagement Solutions, Inc., offers a full line of telecom cost management and reduction products and services. We help clients recover, avoid and continuously drive down telecom costs through invoice management, wireless management and optimization, cost reduction and recovery services, call accounting, vendor sourcing, and a full array of outsourcing solutions.

ISI exemplifies a 25-year commitment to quality customer service. More than 250,000 customers rely on us for cost savings, information management and value-added services. Our resources function as an extension of your organization, providing support on a project basis or as an ongoing business partner. This is particularly important when personnel or expertise are costly and scarce. We save you time, aggravation and confusion, while providing profit enhancement and recovery of prior expenditures.

Our interface can base charges on the following Fidelio fields:

GG - Group Number

GV - VIP Status

A0-A9 - User Defined Fields 0 through 9

A property can establish an unlimited number of charge methodologies and assign them to rooms based on the values of these fields.

And, since Infortel Hospitality calculates two charges for each call - the true cost of the call and the billed cost - properties can run profitability reports to determine the true profitability of their phone system.

In addition to receiving check-in and check-out messages over the Ethernet link, Infortel Hospitality uses that same link for the posting of telephone charges, greatly increasing speed and reliability. This also helps to overcome distance limitations of traditional serial connections. Thus, the PMS can be located hundreds of feet or even hundreds of miles from the call accounting system.

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