JAZZWARE

Call Accounting and Middleware for Premise Based PBX

Globally Preferred Hosted Solution

Jazzware is an above property, hosted and managed call accounting and hospitality middleware solution that helps deliver a guest centric experience to over a million rooms throughout more than 65 countries.

Our integrations, Jazzware management portal, guest centric hospitality features, reliability and expertise are just a few of the reasons why Jazzware has earned the distinction of being a preferred vendor with the major hotel brands and boutique hotels alike.

Hospitality System Integration

Jazzware has an **extensive library of certified, time-tested interfaces** to orchestrate seamless communication between hospitality systems. And, Jazzware's architecture makes it easy to connect new cloud applications with existing applications, both on-premises and in the cloud.

Guest Centric Hospitality Features

Jazzware maximizes the use of PMS guest information to enhance the guest experience through targeted pricing, packaging, and personalization of voice and HSIA services. Jazzware can dynamically provision the guest experience based on the guest's group code, guest type, VIP status and event codes from the PMS in an unobtrusive manner by:

- Scheduling wake-up calls based on a group code
- Automatically assigning guest centric bill plans for phone charges
- Providing guest centric bill plan options for HSIA charges
- Automatically configuring voicemail prompts and wake-up systems to the guest's preferred language
- Automatically assigning the phone class of service

Jazzware Web-based Management Portal

Our Jazzware Portal provides a multi-language web-based user interface for managing and extending the PMS and PBX capabilities. Staff can maintain services through our portal to minimize the impact to the guest if the PMS is out of service. Furthermore, our portal can be used to provision services not provided by the PMS such as group wake-up calls. Lastly, the Jazzware portal provides call accounting reporting, call activity searches and centralized user management.

Reliable & Secure

Rock Solid Integration Platform

Our unparalleled integration platform sits on the Jazzware Edge ESB (Enterprise Service Bus) device, a fanless, hardened, solid state appliance installed at every hotel property. The Linux-based Edge ESB safely and securely routes messages locally then encrypts and transmits them to the hospitality cloud to further enable Jazzware hospitality features.

By local routing of critical messages, Jazzware ensures that critical service features are available to the guest even if cloud communication is down. And, messages to and from the cloud are buffered so that when communication resumes, cloud-based features are fully restored.

Additionally, our Edge ESB device configuration and transactional databases can be automatically backed up to the cloud so that in the unlikely event of a device failure, service can be restored quickly.

Local and Geo Redundancy

Jazzware is a highly available and resilient system with no single point of failure in its cloud software or hardware components. Furthermore, Jazzware has two geographically dispersed datacenters – a primary and a secondary. In the event of a catastrophic datacenter outage, the secondary site is activated, minimizing the impact to your staff and guests.

For more information, visit us online at www.jazzware.com

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Lower Total Cost of Ownership

Jazzware is provided under a Software as a Service (SaaS) model that requires a minimal capital expense and a low ongoing operating cost.

Game Changing Benefits

Strategic Use of IT Resources
Reduce your IT staffing costs and redeploy them on other strategic projects.

Reduced Interface Costs
Reduce the number of costly PMS interfaces by consolidating CDR, PBX telemanagement and voicemail interfaces to a single interface from our platform.

Proactive System Monitoring
Avoid frustrating service interruptions with proactive system performance monitoring by the Jazzware support team.

Predictable Budgets
Avoid major capital outlays to replace costly outdated onsite equipment.

Flexible Multi-Property/Site Integration
Move your multi-site hospitality business to a mix of on-premise and cloud services one site at a time.

Unique Line Up of Features & Integrations
Eliminate your need to develop multiple service interfaces with one comprehensive solution that offers a full line up of advanced features through robust interfaces.