

HTNG In-Room Technology Workgroup Voice Communication Solutions Team



Charter & Objectives

Provide the hotel industry with the tools to profitably exploit emerging voice communication technologies.

Business Benefits

- Effective enforcement of brand and chain standards despite dramatic changes in communication technology and products.
- Reduction in support problems related to interoperability, vendor incompatibility and networking issues.
- Improved choice and flexibility with respect to handset design and system functionality

Past & Planned Deliverables

- Draft of a partial hotel-oriented IP-based handset specification (2006)
- Call billing transparency framework and prototypes demonstrated at the HITEC® 2007 show
- White paper explaining IP telephony to hoteliers (2008)

- Survey/analysis: Industry beliefs, plans, trends, requirements for IP telephony solutions (2008).
- Architecture and use cases for hotel voice communications (current)
- Specifications for a hotel IP PBX (functionality, interoperability, operations) (current)
- RFP template (current)
- Certification program for IP PBX (future)

Participants

Alcatel-Lucent
Clasix
Deuromedia Technologies Ltd
DoCoMo interTouch Pte. Ltd.
Fairmont Raffles Hotels International
FCS Computer Systems
Innovation Technologies Worldwide
Marriott International
Mitel
NEC Corporation
SolutionInc Ltd.
Sprint
Systems Design & Development, Inc.