

# Hospitality Solutions

net2phone

net2phone helps keep your concierge, staff, and customers connected at all times. With our feature-rich platform, your business phone number can be used on any device, making it easy to provide stellar customer service for an industry that specializes in just that.



## BETTER CONVERSATIONS. BETTER SERVICE.

net2phone knows how important it is to provide quality service. net2phone provides quality and reliability, so all you have to focus on are your guest's needs.



**Consolidate services under one "roof"**



**Communicate across offices with simple extension dialing**



**Cost savings with a truly unlimited calling plan**



**Call analytics and reporting across offices**



**Easy collaboration with voice, chat, and text**



**Ensure you never miss a reservation with call routing and queues**



**Scale up or down quickly and easily**



**Manage the entire system from a centralized dashboard**

## net2phone assisted the Skoglund Hotel Group by delivering a phone solution that would increase functionality using its existing infrastructure.

In welcoming visitors from across the globe, it was important for Skoglund Hotel Group to offer their guests toll-free and international calling. Through net2phone's feature-filled bundle, the Skoglund Hotel Group gained access to unlimited international calling to over 40 countries at no additional cost. Guests appreciated that they were able to call into making a reservation without incurring heavy long-distance charges. Having paid top dollar for these services with their previous providers, the switch to net2phone saved them over \$22,800 per year in toll-free costs alone.

Through unifying all 6 locations under a single solution, net2phone was able to set up a schedule to automatically forward calls to the Skoglund Hotel Group corporate office throughout January and February, when the hotels close for the off season. Once tourism increases, calls are then re-routed back to the hotel to ensure business continuity. This functionality ensures that callers always connect with a live representative, rather than a voicemail or busy signal. This improvement in customer services provides guests with a better calling experience and ensures that Skoglund Hotel Group never misses a reservation request.

