Rainbow Hospitality by Alcatel-Lucent Enterprise

Connected communication for modern hotels

Alcatel·Lucent
Enterprise

Rainbow Hospitality, connected communication for modern hotels

Give your guests a fully connected experience from the moment they book until check-out.

Rainbow Hospitality, built on the trusted Rainbow Hub™ platform, integrates effortlessly with your Property Management System (PMS), including Opera Cloud OHIP, or offers its own stand-alone hotel management features.

From check-in to room moves, wake-up calls to phone access control, everything is managed through one secure, cloud-based service. Guest calls are automatically billed at checkout, and staff stay connected via instant messaging, WhatsApp or our smart bot ensuring rapid response to guest needs.

Hotel managers gain real-time dashboards, activity reports and easy configuration tools to optimize operations and enhance guest satisfaction.

Whether you run a boutique hotel or a global chain, Rainbow Hospitality delivers simplicity and security, while extending your service excellence without heavy infrastructure.

Rainbow Hospitality, your hotel communications in one place

Rainbow Hospitality unites your hotel's key communication needs; guest telephony, staff messaging and service coordination into a single, cloud-based application. Whether it's connecting front desk, housekeeping and maintenance, or giving guests easy ways to reach you, everything is streamlined to boost service quality and operational efficiency.

- One platform for guests and staff: Manage check-in/out, room changes, wake-up calls and guest requests from a single interface.
- Stay connected anywhere: Staff can respond instantly via PC, mobile or even WhatsApp your hotel is always within reach.
- Control at your fingertips: Simple management portal for reporting, configuration and branding.
- No heavy infrastructure: You just need an internet connection to scale from a single property to an entire chain with ease.

Rainbow Hospitality, built on a foundation of collaboration

Telephony

Because a customer call is a business opportunity, Rainbow offers all the functions needed to ensure the best possible handling of customer calls:

- Greetings and open/close schedules
- Call grouping and call statistics
- Call supervisor-interception and operator console
- A range of elegant, high-performance telephones
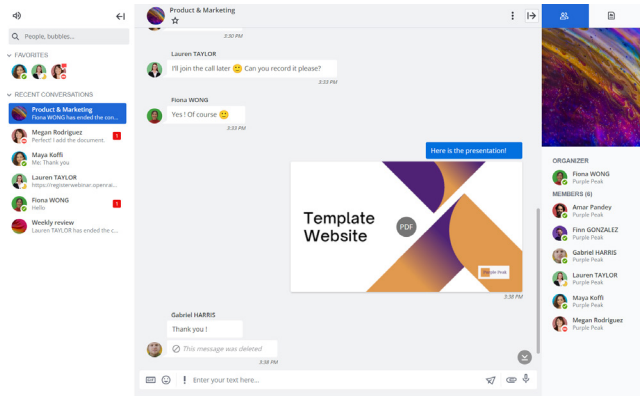
Messaging

Because the rapid exchange of information is an accelerator for business development, Rainbow enables document sharing within collaborative group spaces called Rainbow "bubbles":

- Group instant messaging
- Message priority (standard, important, urgent)
- Acknowledgement of receipt and reading
- Up to 20 GB storage/user
- News channel
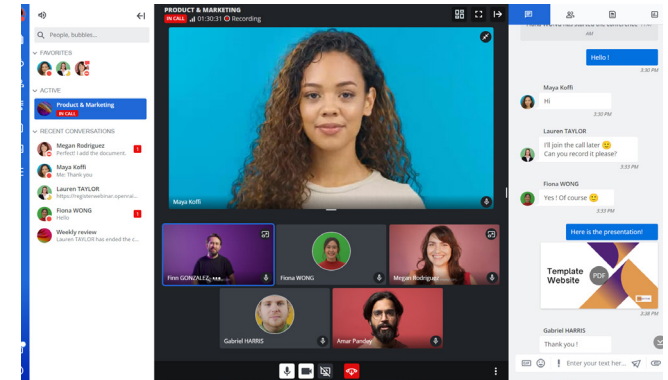
Videoconferencing

Because one videoconference often says more than many text or voice exchanges, Rainbow includes advanced native video capabilities:

- Up to 120 participants and 49 simultaneous videos
- Accessible from any browser
- Integration with Microsoft Outlook
- Compatible with meeting room equipment

Telephony and hospitality management working together

For effective management of your call flows, create as many groups as you wish, such as sales, marketing, technical and more. Utilize all the resources of Rainbow to turn your telephony into a business tool, including interactive voice servers (for example, press 1 for sales), opening/closing calendars, and greeting messages.

- Personalised greeting and calendar
- Three-level interactive voice server
- Grouping with or without queueing
- Sequential, circular or parallel call distribution
- Group call log
- Group voicemail
- Members receive calls on all their devices: PC, mobile, phone
- Advanced statistics (rate of calls answered, waiting time, call duration and others)
- Supervisor and/or agent roles per group

Open API for greater integration

- Extend your hospitality ecosystem by connecting Rainbow Hospitality to your preferred apps and services.
- PMS and CRM connectivity
- Custom workflows for guest services
- Easy third-party app integration

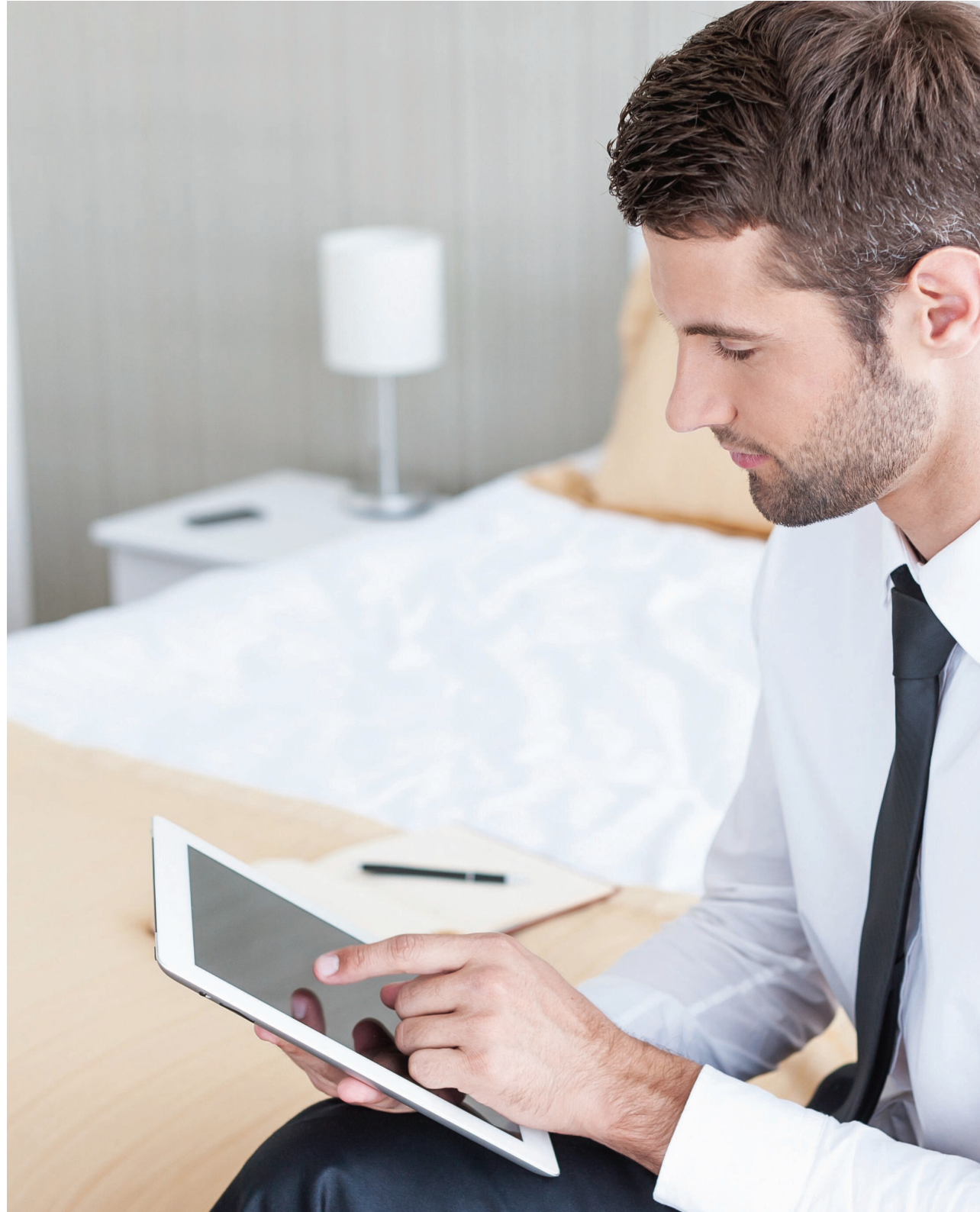## Reporting dashboard for managers

- Gain full visibility into your hotel's communications and service activity.
- Real-time and historical call data
- Occupancy and service usage insights
- Customizable activity dashboards
- Exportable reports for business analysis
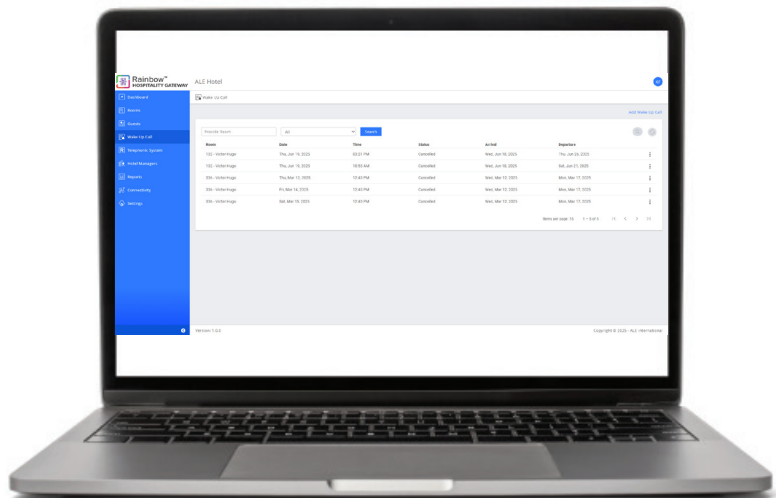
Alarm by room

Guest profile & details

Brochure
Rainbow Hospitality
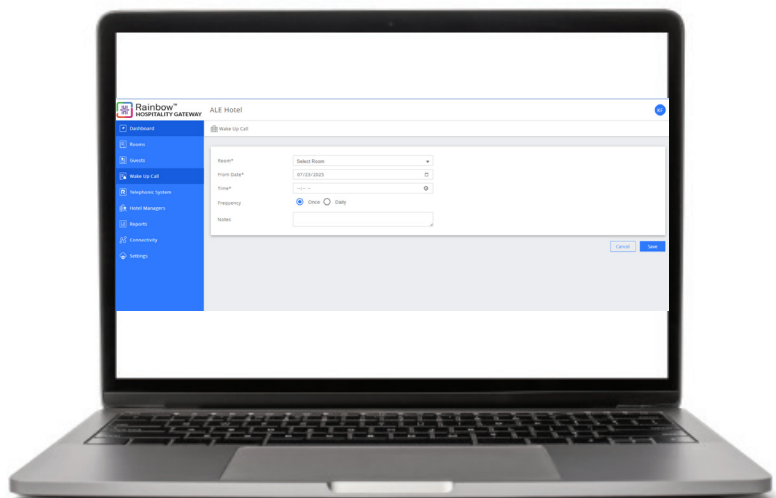
A tool for digital transformation, and now for hospitality

Built on the proven **Rainbow Hub** platform, **Rainbow Hospitality** brings the same powerful communications and collaboration capabilities to the hotel environment enhancing staff coordination, guest experience and operational efficiency.

It's a comprehensive, all-in-one cloud service combining **telephony, collaboration and videoconferencing**, now tailored for the hospitality sector.

- **Telephony**: All the features of Rainbow Hub quality call reception, opening schedules, interactive voice servers, call groups, dashboards and statistics, third-party integrations including PMS data retrieval, operator console and more now linked to hotel room management and guest billing.
- **Collaboration**: Secure group messaging (up to 300 participants), accessible 24/7, with tags for message priority, file storage and dedicated information channels for hotel teams.
- **Videoconferencing**: Instant or scheduled meetings for up to 120 participants (49 videos), with internal and external access from app or browser, perfect for multi-property coordination.

Commercial offer for Rainbow Hospitality:

- Price per Room (WPL): 2€/month; Up to 3 devices per room (1 at solution launch)
- Rainbow Hospitality subscription (WPL): 500€/month
- Bundled with free Click-to-Connect Subscription

Rainbow comes witha range of telephones for all uses.

Rainbow is available in four service levels that can be combined to best suit your needs.

Voice Phone
The basic subscription

- Fixed-line telephony only, meeting rooms or DECT terminal

Voice Business
The gateway to digital communications

- PC/smartphone/telephony
- Collaboration

Voice Enterprise
The preferred subscription for digital enterprises

- PC/smartphone/telephony
- Collaboration
- Videoconferencing

Voice Attendant
For a professional welcome

- Voice enterprise and operator console
- Computer telephony only

The Myriad range
The referred hones of digital enterprises

| Myriad M7 | Myriad M5 | Myriad M3 | EM200 |

DECT phones
For mobility

| DECT 8212 | DECT 8214 |

Phone
For basic use

| ALE-2 |

Rainbow Hospitality, hotel management portal for business partners

The Hotel Management Portal gives Business Partners a powerful, cloud-based interface to onboard, configure and support their hospitality customers with ease.

- **Hotel onboarding**: Quickly register and set up new hotels, from boutique properties to large chains, directly in the portal.
- **Hotel manager onboarding**: Assign and configure manager accounts, ensuring each property has the right access and control from day one.
- **Hotel configuration**: Customize settings for check-in/out processes, room moves, wake-up calls, call restrictions, and integration with PMS or stand-alone systems.
- **Reports & insights**: Access detailed activity logs, usage statistics and performance dashboards to monitor service quality and identify opportunities for improvement.

With the hotel management portal, business partners can deliver a faster go-live, ensure a better guest experience and maintain ongoing operational excellence.

Hotel management portal for hotel managers

- Room management: Easily assign, move or update room status in real time.
- Guest management: Handle check-ins, check-outs and guest details from one interface.
- Wake-Up call management: Schedule, edit, or cancel wake-up calls with a few clicks.
- Guest room CDR: Access call detail records for accurate guest billing at checkout.
- Reports: Generate detailed usage and activity reports to monitor operations.

- Hotel manager onboarding: Set up and train new managers quickly for smooth adoption.
- Configuration: Adjust system settings to fit your hotel's processes and policies.
- Branding customization: Personalize the portal with your hotel's logo and visual identity.
- Activity dashboard: View live operational metrics to keep service running at its best.

Rainbow Hospitality features

- **Check-In**: Instantly activate guest room services upon arrival.
- **Check-Ou**t: Automatically deactivate services and prepare the room for the next guest.
- **Room move**: Seamlessly transfer guest services and billing when changing rooms.
- **Phone Barring/Unbarring**: Control guest call permissions, including international access.
- **Wake-up calls**: Schedule and manage automated wake-up reminders.
- **CDR for call accounting**: Track and bill guest calls accurately at checkout.
- **VTech SIP and analog phones**: Fully compatible with modern and legacy in-room phones.
- **Webchat widget**: Let guests contact the hotel directly from your website.
- **WhatsApp connector**: Enable quick guest-to-staff messaging via WhatsApp.
- **Staff call handling/Collaboration**: Keep your team connected through voice, chat and file sharing.

Contact us and try Rainbow Hospitality

Rainbow Hospitality is supplied without operator service (telephone numbers and minutes of communication). Please contact your integrator/ALE Business Partner for further information.

Find out more: visit Alcatel-Lucent Enterprise webpage.

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