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innLine V5

Hotel Management Solution

Enabling Superior
Guest Engagement
at the Heart of
Every Hotel

innLine V5

Our world-class leading Hospitality Applications Suite is transforming hotel processes and enhancing the guest experience. TigerTMS innLine V5 continues to lead the way and offer hoteliers a reliable and secure solution to optimise operational performance and ensure maximum guest satisfaction for the duration of their stay. Trusted by thousands of properties worldwide, innLine V5 is the natural choice for superior guest communications and operational effectiveness.

innLine V5 has been designed specifically for the hospitality industry with complete integration to the hotel's Property Management System. Easily installed with dongle-free licencing, innLine V5 satisfies the operational requirements of all types of properties.

innLine V5 has become the preferred standard for many international hotel groups and provides a platform for hoteliers to deliver effective housekeeping services; assist the discerning guest in their daily messaging and wake-up requirements using native language prompts; an auto-attendant to ensure that every inbound query is routed to the correct department; and a mini-bar billing function for high-end rooms and suites.

Multi Property Support

innLine V5 supports tenanted deployments, which is a valuable feature for hospitality environments. The single instance of **innLine V5** runs on a server and serves multiple tenants, or groups of users who share a common access with specific privileges to the software instance.

Additionally, multi-tenancy is the ideal architecture for cloud environments because it is always evolving to keep pace with the demands of its tenants.

Multi Timezone Support

Crucial to the Cruise Industry, **innLine V5** automatically adjusts to the correct time where the ship is located. This ensures that wake-up calls set the previous evening (in one time zone) are correctly placed the following morning according to the time at the new location that the ship has sailed to overnight.

Welcome to the solution!

innLine V5 provides an all in one Room Status, Voice Messaging , Wake Up, Auto Attendant and Minibar posting solution for both staff and guests. The support of multiple languages enables the hotel to offer a more personalised service for their guests. Guests can easily set their own wakeup call (multiple wake-ups per room) and get confirmation without staff intervention.

Group messaging enables tour leaders to create and distribute messages to their own group, improving guest service, reducing staff involvement and empowering the tour manager. The voice prompted room status facility of innLine V5 ensures the front desk is informed the moment a room is clean and available to let, speeding up the check in process and improving guest service.

SIP Integration (for most PBXs), virtualization and multi-property capabilities allow the system to scale and serve large hotel groups with low hardware investment also allowing for space optimization.

Efficient communication services within every hotel are vital. innLine V5 is a vital layer of technology that will enhance the guests experience whilst improving staff productivity and performance.

Key Features

- Room Status Reporting
- Auto-Attendant (multi-level)
- Wake Up Calls Set Up and Reporting
- PMS Integration
- Voicemail – native language prompts
- Guest Group Messaging
- Minibar Management

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General	Maximum number of mailboxes per property **UNLIMITED**	Maximum number of ports per property **104**	Maximum number of Storage Hours per property **1,000+**	PCM Compression **YES - G.711 & G. 729**

Hospitality Support

Mailbox type: front desk ✔	Mailbox type: guest ✔	PMS Protocol Support ✔ / All major PMS systems supported	Notify front desk when wake-up attempts expire ✔	Wake-Up activity reporting ✔	Wake-Up off-loading to PBX ✔	Transfer to operator for calls to a checked-out mailbox ✔ / Block direct calls to guest rooms ✔
Welcome and Comfort Messages ✔	Check-Out Messages ✔	Multiple Guest Class Service ✔	Auto create Guest Service Class from PMS ✔	Timed Message Delivery ✔	Guest Grouping based on code from PMS ✔	Room Status ✔ / Minibar Management ✔

Reporting / Administration

Reporting					Administration				
Active Guest Report ✔	Wake-Up Call Report ✔	Guest Mailbox Report ✔	Maid Status Report ✔	Staff Mailbox Report ✔		Multiple Administration Accounts ✔	Audit Trails ✔	System Reports ✔	Usage Reports ✔

Guest Support / Languages

Guest Support					Languages		
Password Support ✔	Wake-Up Support ✔	Multiple Wake-Ups per room per day ✔	Greeting Creation ✔	Wake-Up Call Snooze ✔		Maximum Languages per System **8**	Number of Available Languages **20** — Arabic, Cantonese, Czech, Dutch, English (UK), English (US), Finnish, French, German, Greek, Hebrew, Japanese, Korean, Mandarin, Polish, Portuguese, Russian, Spanish, Swedish, Turkish

Auto Attendant

Multiple personal auto-attendants ✔	Corporate auto-attendant ✔	Press "0" to reach operator ✔	Multi-level menus ✔	Dial by name ✔	Operator transfer to mailbox ✔	Transfer to extension ✔	Supervised transfer ✔
Time of day - based greetings ✔	Variable options based on time of day ✔	Holiday Greetings ✔	Day of the Week Greetings ✔				

Existing customers can upgrade to V5, email support@tigertms.com

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TiGERtms

For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.

For more information, visit www.tigertms.com