



MobiCall

Hospitality



NewVoice

AUTOMATED PROTECTION WORLDWIDE



MobiCall - Your modern communication solution!



Seamless operations and a secure environment are essential in the **hospitality industry**—for both guests and employees. **MobiCall** helps you meet these demands efficiently. Our solution optimizes **communication, alerting, and emergency management**, enabling you to respond quickly and effectively to critical situations.

Flexible, scalable, and easy to integrate—**MobiCall** adapts to the unique requirements of your establishment. Whether it's a hotel, resort, or leisure facility, **MobiCall** allows you to centrally manage all security-related processes, minimize risks, and enhance operational efficiency.

Create smooth processes and an environment in which guests and employees feel equally safe and comfortable.



Why is MobiCall so important for the hospitality industry?



OPTIMIZED WORKFLOWS



SAFETY AS TOP PRIORITY



CUSTOMER SATISFACTION AT FOREFRONT

01

Targeted Evacuation In Crisis Situations

Fast and coordinated alerting in the event of fires, severe weather or other emergencies - via telephone, loudspeaker or mobile devices.

02

Guest Emergency Call – Immediate Assistance

Emergency calls from hotel rooms, spas or elevators immediately trigger a targeted alarm. First aiders can be notified at the touch of a button on the room telephone.

03

Employee Protection – Safety For Your Team

In the event of threats or lone working, MobiCall protects your staff with discreet emergency calls and optional localization of the person concerned.

04

NVBabyphone – Intelligent Room Monitoring

NVBabyphone allows hotel guests to monitor their room. If noise is detected, a call is triggered to the parents' room, a voice recording is played, and a direct connection is established.



05

Technical Alarms – Early Fault Detection

Connection to BMS and alarm systems for rapid response to technical faults. Supported interfaces: ESPA, OPC, SNMP, WAGO, KNX & more.

06

Monitoring Critical Thresholds

Automatic control of air quality, temperature, humidity or minibar temperature, humidity or minibar status - for maximum comfort and optimized operating processes.

07

Room Service – Efficient Task Distribution

Room cleaning, repairs or minibar replenishment are automatically transmitted to facility management via the TMS including photo documentation.

08

Targeted Information Distribution to Guests

Wake-up calls, event notifications or special offers directly to the room telephone or mobile devices - seamlessly integrated into the hotel management system.

09

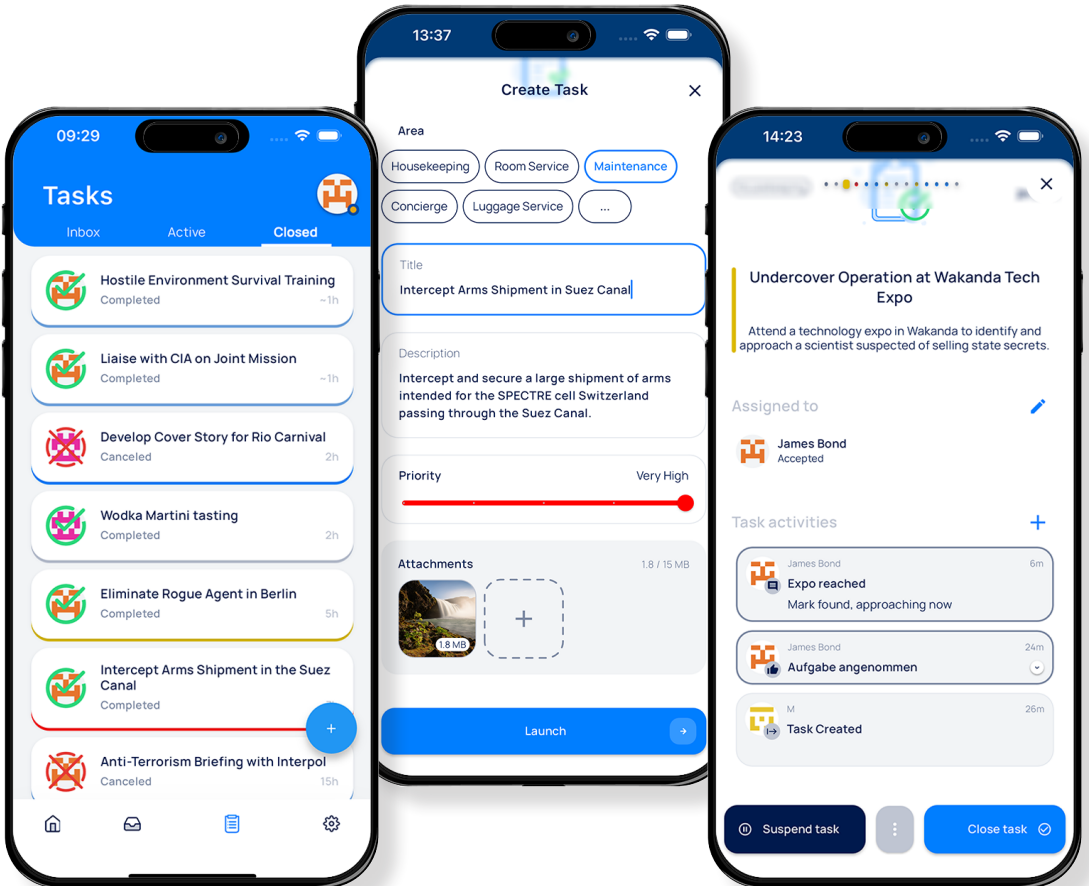
NVX Dashboard – Instant Alerts

Predefined alarms and processes can be customized and triggered immediately via a central dashboard.

10

Service Hotline – Efficient Call Management

Automatic call distribution for bookings, queries or service requests - clear menu navigation for optimal guest communication.



Application

- List and create tasks, assign, accept, reject, cancel and complete
- Starting a Task via an Alarm and Triggering an Alarm via a Task

Status Page

- Assigned but not yet accepted tasks
→ **Inbox Page**
- Accepted tasks
→ **Active Page**
- Completed tasks
→ **Closed Page**



1.



Reporting a Problem

A hotel guest informs the reception about a problem (e.g. faulty air conditioning).

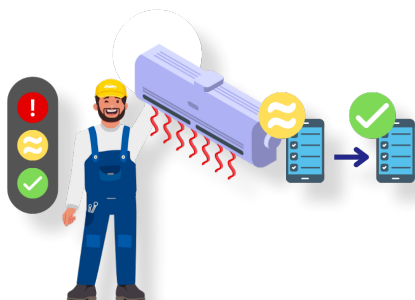
2.



Recording in the Task Management System (TMS)

The reception creates a digital task in the TMS with a description of the problem. *(If necessary, a photo or a priority can be added)* The reception assigns the task to the responsible technician or housekeeping team.

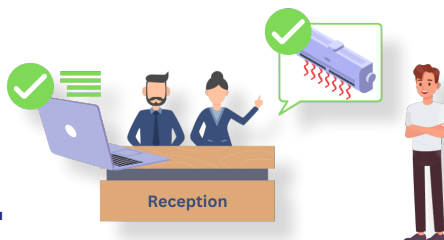
3.



Processing and Status Updates

The technician sets the status to „In Progress“ and begins the repair. Upon completion, the task is marked as „Completed“ and, if necessary, documented with a photo.

4.



Reception & Guest Are Notified

The reception desk sees the current status in real time. The guest is informed directly that the problem has been resolved.



Real Time

Alarms and location data can be displayed and managed in real time to enable a swift response to emergencies.



Individual

Users can tailor and customize dashboards to meet their specific requirements.



Flexible

NVX is optimized for various devices and allows access for multiple users with role-based permissions.



Seamless

The platform is fully integrated into MobiCall and extends its alarm its alerting functions.

Scalable

Support for ONVIF cameras, data visualization, asset tracking and flexible alarm paths depending according to presence status.

Contact

For any **product inquiries** or **to receive a quote** please contact your **responsible Sales Representative**.

You can also email us or visit our website.



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