

Hotels worldwide are seeing **significant improvements** in **efficiency, staff productivity, and guest experience** with **Harmony with Webex**. Here are a few real-world examples:

Hotel Type	Challenge	Solution with Harmony	Results
1. <b>Luxury Resort</b>	Slow internal communication, causing delays in housekeeping, maintenance, and guest services.	<ul style="list-style-type: none"> <li>✓ Instant mobile communication between departments.</li> <li>✓ Automated service requests via Opera PMS integration.</li> <li>✓ AI-powered call routing for urgent needs.</li> <li>✓ Switched to a cloud-based model, eliminating PBX maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>📊 30% faster room service and housekeeping response times.</li> <li>📈 Higher guest satisfaction scores in post-stay surveys.</li> </ul>
2. <b>Business Hotel</b>	High maintenance costs for an outdated PBX system; lack of effective communication tools.	<ul style="list-style-type: none"> <li>✓ Webex chat &amp; video conferencing for internal meetings.</li> <li>✓ Mobile access for remote management.</li> <li>✓ AI-driven concierge services for instant guest responses via voice/chat.</li> </ul>	<ul style="list-style-type: none"> <li>💰 40% reduction in communication costs with the Per User Monthly Payment (PUMP) model.</li> <li>⌚ 25% increase in staff efficiency.</li> </ul>
3. <b>Boutique Hotel</b>	Struggled with fragmented communication and wanted to offer high-touch, personalized service.	<ul style="list-style-type: none"> <li>✓ Integrated messaging tools (SMS, WhatsApp, Teams, Webex) for guest-staff communication.</li> <li>✓ Mobile access for staff.</li> </ul>	<ul style="list-style-type: none"> <li>★ 35% rise in personalized service scores.</li> <li>📞 20% decrease in call volume.</li> </ul>

## Why It Matters

Hotels of all sizes are leveraging **Harmony with Webex** to:

- **Boost staff productivity** through seamless collaboration.
- **Enhance guest satisfaction** with faster, more personalized service.
- **Reduce operational costs** by eliminating outdated PBX systems.

By upgrading to Harmony with Webex, hotels gain a **future-proof communication system** that helps them run efficiently while exceeding guest expectations.