



Telephone Systems

Today's telephone systems vendors are a complex web of systems integration, interfaces, and connectivity—the telephone system is the heart of hotel communication. Protection of these valuable assets is critical to ensure that the hotel will be able to continue to service its guests effectively. Let O'Neal Consultants audit your systems and vendors in the hotel telephone department. It may include any or all of the following:

- Energy Asset Evaluation/Audit
- Supply-Side Analysis
- Facility Audit/Demand-Side Analysis
- Savings Verification/Energy Information
- State-of-the-Art of the System
- Does the System Need to be Replaced
- Status of Software Release and Patches
- Determine If An Upgrade Path Is Available
- Available Capacity of System
- Condition of Proprietary Instruments
- Condition of the Cabinet, Shelves, and Cards
- Condition of Rectifier and Backup Power
- Are System Capabilities Being Fully Utilized. If Not Now, Then When
- Is Staff Properly Trained On System and Proprietary Instruments
- Gauge Maintenance Provider Performance
- Are Maintenance Logs Up-To-Date
- Is The Price For Maintenance Competitive
- Are Software Backups Up-To-Date, On-Site, and Properly Labeled and Protected
- Are Redundant Processors Operative
- Are Escalation Procedures Known by Staff
- Are Proprietary Instruments Properly Labeled
- Are Interfaces Between Voice Mail, Property Management, and Call Accounting Systems Functioning Properly
- Are All Trunks and T-1 Channels From Carriers Connected To The System
- Are All Trunks or T-1 Channels Working Properly
- Are All Trunks or T-1 Channels Being Utilized
- Is Trunk Group Design Up-To-Date
- Is Call Routing Optimized



O'Neal Consultants' Outstanding Accomplishments Speak for Themselves:

- Highly Diverse Hospitality Clientele
- International Project Base
- Services Performed in 35 of the 50 United States & 14 Countries
- Clients Include Over 800 Hotels
- Served Clients with Over 29,000 Rooms in Las Vegas
- Served 33 Clients in Manhattan Alone
- Positive Customer Satisfaction has Yielded Significant Long-Term Client Relationships

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