

# ProfitWatch

## HOTEL CALL ACCOUNTING

| Time  | Ext | Number        | Location     | Rate     | Class | Total |
|-------|-----|---------------|--------------|----------|-------|-------|
| 15:08 | 114 | 6772803       | CA-La_Job    | 00:02:00 | LOC   | 00:00 |
| 15:00 | 212 | 6763391       | CA-Del_Ma    | 00:11:00 | LOC   | 00:00 |
| 14:50 | 437 | 12168250607   | OH-Cleveland | 00:20:00 | LO    | 00:00 |
| 14:41 | 907 | 0117333437957 | Flordia      | 00:11:00 | INT   | 00:00 |
| 15:00 | 417 | 9377761       | Local Call   | 00:20:00 | LOC   | 00:00 |
| 14:43 | 611 | 7485364       | CA-Sandg_Hms | 00:03:00 | LOC   | 00:00 |
| 15:08 | 718 | 8884903       | Local Call   | 00:10:00 | LO    | 00:00 |
| 15:10 | 101 | 1928522244    | AZ-Flagstaff |          |       | 00:20 |

ProfitWatch



METROPOLIS

# ProfitWatch Hotel Call Accounting



## Why should your hotel use ProfitWatch Call Accounting?

Hoteliers depend upon their call accounting system to generate revenue, streamline telecom operations and recover costs associated with guest and administrative telephone usage. ProfitWatch Hotel Call Accounting is the leading call accounting system in hospitality and is used and endorsed by hotels, resorts, spas and convention centers worldwide. Some of the reasons your hotel should use ProfitWatch are:

- Speedy notification of revenue loss and emergency phone calls
- Flexible billing options, such as VIP, guest loyalty and convention pricing
- Easy to use system with online help at every screen
- Incoming call reports that allow for call pattern analysis to target marketing campaigns to specific geographic locations
- Enhance revenue generation using flexible surcharge capabilities
- Interfaces with every Property Management System
- Real-time guest call processing and posting

ProfitWatch Hotel Call Accounting is available in three models in order to suit each hotel's specific needs: Standard, Web-Enabled and Enterprise. **ProfitWatch Standard** is a full-featured standalone call accounting system that interfaces directly with the PBX and Property Management System, while **ProfitWatch for the Web** contains a built-in web server engine that allows an unlimited number of users remote access to ProfitWatch using a web browser. **ProfitWatch Enterprise** contains all of the features within the Standard and Web versions, but also includes client/server operation with an unlimited number of client licenses, TrafficWatch trunk analyzer, division and organization reporting and multi-site call processing capabilities. A Metropolis Technologies sales professional is available to assist you in determining the appropriate ProfitWatch model for your property at (954) 414-2900.

Take a look of the wonderful features ProfitWatch hotel call accounting has to offer.

## THE SYSTEM

### Trusted Industry Leader

ProfitWatch is the hospitality industry's leading call accounting system due to its reliability, flexibility, and remarkable ease of use. Its innovative features have helped thousands of hoteliers increase telecom profits while lowering costs. When combined with Metropolis' reputation for excellent customer service, it's easy to see why ProfitWatch is the preferred call accounting choice!

### Easy To Use

ProfitWatch is so user-friendly that tasks such as entering departments, selecting rate tables and running reports are a breeze.

### PMS Interface-Ready

Property Management System interfaces are included with ProfitWatch and various cutting-edge interface standards such as Internet Protocol (IP) posting are supported.

### Maintenance-Free

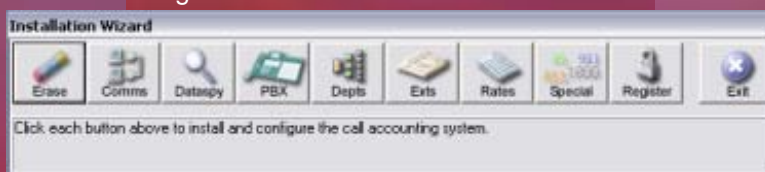
Unlike other call accounting systems, ProfitWatch operates reliably and continuously without any maintenance. New extensions, account codes and trunks are added automatically and the system regularly performs database management and optimization.

### Point 'n' Click Installation Wizard

Installation is fast and headache-free using the step-by-step Installation Wizard. Simply select your PBX, choose your serial or IP com port, enter your desired departments, enter your desired price markups (if any) and you're ready to go!

### Non-Dedicated PC

ProfitWatch operates on a Windows® platform and does not require any specialized hardware or a dedicated PC, allowing it to run smoothly alongside existing applications.



## ALARMS

### SMS/Email Notification

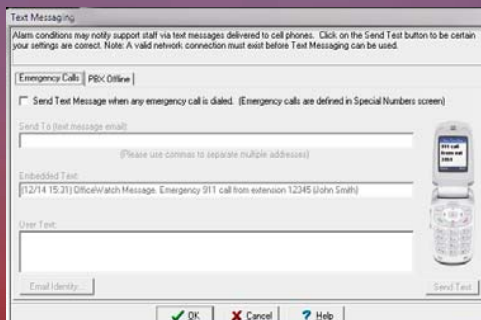
ProfitWatch notifies you via text and sends email messages to designated staff members when a system irregularity occurs, such as when the PBX is offline or 911 has been dialed. This is especially helpful for large hotels needing to provide an immediate response to emergency situations.

### 911 Emergency Calls

ProfitWatch operates in real-time and immediately sounds alarms to alert staff members of emergency calls.

### Toll Fraud Alerts

The easy-to-configure toll fraud alerts will notify you of irregular telephone usage to ensure you are informed of suspicious telephone activity.



### Speech- Enabled Alarms

To help you immediately identify alarm conditions, ProfitWatch uses speech synthesis to announce its alarms. For example, "Alert! The PBX has not transmitted any phone calls for the past 60 minutes."



## Guest Markups

It's easy to assign any combination of markups and surcharges to all types of calls using any one of the 25 customizable rate categories. Invoice reports may even include service charges such as telephone equipment rental fees. Users can also customize charges for conference room calls, in-house retail shops or VIP guests.

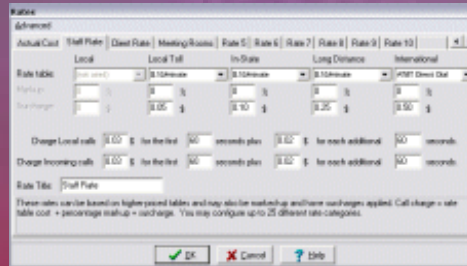
## Complimentary Calls

Enhance VIP and loyalty program satisfaction with ProfitWatch's complimentary calls feature that allows select guests to make a predetermined amount of free outgoing phone calls during their stay. Easily track program effectiveness with detailed reports.

## Billing Options

### Call Pricing

ProfitWatch uses your registration telephone number to identify all local, local-toll and in-state calling areas. This unique and powerful feature, when combined with rate tables from major carriers or user-customized rate tables, ensures that every telephone call is priced accurately.



## Threshold Billing

In order to recover costs associated with guest Internet calls, ProfitWatch has the ability to bill toll-free or local calls on a timed basis. For example, hoteliers may charge 75 cents for the first 20 minutes and 10 cents for every minute thereafter.

## Bubble Pricing

ProfitWatch supports advanced pricing options such as bubble pricing in which call pricing increases or decreases the longer guests remain on a phone call.

## “Two-Pass” Billing

ProfitWatch determines both the actual cost and the marked-up guest cost of each call, allowing you to closely monitor your actual costs while still using standard, non-discounted rates for guest calls.

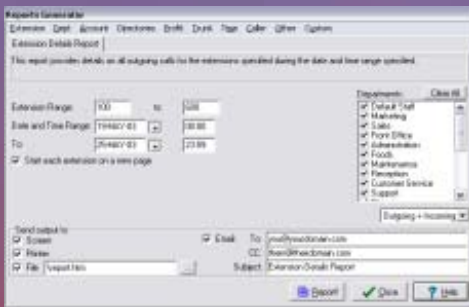
## Fast and Accurate Reports

Tracking call activity and costs is easy with ProfitWatch's comprehensive reports, which were developed specifically for hotels. The efficient speed of C++ and the robust power of the SQL report engine allow users to quickly retrieve information based on specific extensions, departments, guests, dialed numbers, trunks and more.

## Reporting

### Hotspot Maps

The unique ProfitWatch maps are used to quickly spot administrative telephone abuse and aid in negotiating lower phone rates to certain regions based on call frequency. To quickly create a mini-report detailing the phone call in question, simply click on the dot!



## Scheduled Reports

All of ProfitWatch's reports can be automatically generated on a daily, weekly, or monthly basis and directed to a printer, fax or various email addresses.

| Date          | Time  | Number Dialed | Location    | Amount | Duration | Charge         | Tax Total    |             |              |
|---------------|-------|---------------|-------------|--------|----------|----------------|--------------|-------------|--------------|
| 03/05         | 18:45 | 364031        | Local Call  | 403    | 00:21:58 | 0.88           | 0.00         |             |              |
| 03/05         | 18:52 | 376424441     | Via Adaptor | 740    | 00:27:18 | 2.72           | 0.00         |             |              |
| 03/05         | 18:54 | 337828723     | Software    | 403    | 00:30:25 | 1.84           | 0.00         |             |              |
| 03/05         | 11:05 | 3415971803    | 34A-Spawght | 823    | 00:17:32 | 1.33           | 0.00         |             |              |
| 03/05         | 11:17 | 421596        | Local Call  | 183    | 00:10:04 | 0.88           | 0.00         |             |              |
| 03/05         | 11:22 | 3707948       | Local Call  | 723    | 00:22:03 | 0.88           | 0.00         |             |              |
| 03/05         | 11:22 | 8100808       | Local Call  | 333    | 00:14:56 | 0.88           | 0.00         |             |              |
| 03/05         | 11:22 | 811232988114  | Office      | 723    | 00:01:23 | 7.24           | 0.00         |             |              |
| <b>Totals</b> |       |               |             |        |          | <b>2:01:28</b> | <b>02:76</b> | <b>0.88</b> | <b>02:76</b> |

## Email Reports

ProfitWatch can automatically email reports to users on a daily, weekly or monthly basis. This feature is particularly useful for hoteliers with multiple properties that wish to track call activity from one centralized location.

## 24/7 CUSTOMER CARE

Your telephone system operates 24 hours per day, so shouldn't your call accounting support center? We think so, and that's why we offer 24/7 live emergency support.

One year of support is included with every ProfitWatch license. After the first year, support renewals are available for a nominal fee. Support includes:

- 24/7 live emergency telephone support
- Quarterly tariff table and area code updates (available on-demand from the Metropolis web site)
- As an added bonus, customers with support subscriptions may upgrade to the most recent versions of ProfitWatch at no extra charge



## SYSTEM REQUIREMENTS

- Windows 32-bit or 64-bit
- Pentium-Class PC/Server
- 1 GB MB RAM
- 1 GB available hard drive space
- Sound Card and Speakers (for system *audio alerts*)
- Internet Connection (for Remote Support access and Web version software)
- Serial port(s) if using serial-based communications

## DATA COLLECTION METHODS

ProfitWatch works with all PBX systems including IP-based telephony systems. Supported data collection methods include:

- Serial RS-232 ports
- Storage buffers
- Pollable buffers
- File-based data
- I.P. (Internet Protocol)
- Cisco/3Com file servers
- FTP

## TESTIMONIALS

- *"Why can't all hotel system software work as well as ProfitWatch?"*  
- Bill Keener, General Hotels Corporation
- *"Metropolis makes the easiest and most robust call accounting product of all!"*  
- Jeff Tweddale, President, BookingCenter
- *"This software has incredible functionality. The feature flexibility is unsurpassed."*  
- Joanne Walker, Pinehurst Resort
- *"Metropolis is one of the only vendors that, when I dial their number, I actually smile."*  
- Chris Orcutt, Canyon Ranch Spa & Resort
- *"The installation was so easy we thought something had to be wrong! [but there wasn't]."*  
- Steve Jenks, Sheraton Sand Key Resort
- *"ProfitWatch is by far the most user-friendly, intuitive and well-designed system that I have ever used."*  
- Troy Burke, Caneel Bay/Rosewood Hotels & Resorts

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