Why Now is the Time for Cloud-Native Solutions Like Harmony with Webex

Hotels have long relied on legacy communication systems—why is now the time for cloud-native solutions like Harmony with Webex?
Now is the perfect time for hotels to move away from legacy communication systems and embrace cloud-native solutions like **Harmony with Webex**. Here's why:

Reason	Details
1. Modern Guest Expectations	- Guests expect seamless, instant communication for requests like room service or concierge. - Cloud solutions offer omnichannel communication (voice, chat, video) for enhanced satisfaction.
2. Operational Efficiency & Cost Savings	- Legacy systems are costly to maintain and lack scalability. - Cloud-native solutions reduce IT overhead and eliminate expensive hardware upgrades.
3. Flexibility & Scalability	- Cloud systems scale easily across properties and integrate with existing hospitality management software. - Future-proofing operations.
4. Mobility & Remote Capabilities	- Staff can communicate from anywhere via mobile apps or web platforms, ensuring better coordination and faster service.
5. Enhanced Security & Compliance	- Cloud platforms offer enterprise-grade security, encrypted communication, and data protection, complying with industry standards.
6. AI & Automation for Better Service	- AI-driven tools (chatbots, call routing, voice assistants) enhance service efficiency, reduce wait times, and enable personalized guest experiences.
7. Disaster Recovery & Business Continuity	- Cloud solutions ensure continuous communication with redundancy and automatic updates, even during outages.

How Harmony with Webex Addresses the Needs of Hospitality Teams Managing Opera PMS

Benefit	Details
1. Seamless Integration with Opera PMS	- Real-time data sync with Opera PMS for instant access to guest information and room status. - Automated workflows allow staff to initiate calls and requests directly from Opera interface.
2. Enhanced Staff Communication & Collaboration	- Unified platform for communication (voice, video, chat) across departments. - Mobile and remote access allows staff to respond to Opera updates from anywhere.
3. Improved Guest Service & Faster Response Times	- Automated notifications for housekeeping updates, room readiness, and special requests. - AI-powered call routing directs guest requests to the right department, reducing wait times.
4. Increased Operational Efficiency	- Task automation for room cleaning, minibar restocks, and maintenance requests from Opera PMS. - Centralized dashboard for real-time hotel operations overview.
5. Secure, Scalable, & Cost-Effective	- End-to-end encryption for hospitality data privacy compliance. - Scales easily for multi-property hotels. - Eliminates costly on-premise PBX systems, ensuring 99.999% uptime.

Why It Matters

Integrating Harmony with Webex into Opera PMS allows hotels to:

- Eliminate operational silos
- Speed up hotel operations
- Enhance guest satisfaction

The result: Higher efficiency, reduced costs, and a better overall guest experience.

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