

The **Per User Monthly Payment (PUMP) model** offers hotels a **predictable, scalable, and cost-effective** way to modernize their communication systems without major upfront investments. Here's how it helps hotels manage budgets more effectively:

Key Benefit	Explanation
<b>1. Predictable Monthly Costs</b>	Hotels pay a fixed, per-user monthly fee instead of large upfront investments for PBX hardware and maintenance, making budgeting more predictable.
<b>2. No Upfront Hardware Investment</b>	Hotels avoid the expense of purchasing or maintaining costly PBX servers and infrastructure, switching to a cloud-based system.
<b>3. Scales with Business Needs</b>	The system easily scales up or down based on seasonal demand, ensuring hotels only pay for what they use.
<b>4. Lower IT &amp; Maintenance Costs</b>	No on-site PBX maintenance; software updates and security patches are automatic, reducing reliance on in-house IT staff.
<b>5. Future-Proofed Investment</b>	Hotels always have access to the latest features and security updates, avoiding technology obsolescence and ensuring long-term compatibility with hotel systems.
<b>6. Enterprise-Grade Features at Lower Cost</b>	Hotels get AI-powered call routing, mobile integration, video conferencing, and team messaging for one per-user fee, eliminating multiple vendor contracts.

#### Why PUMP is a Game-Changer for Hotels

- Cost-effective, scalable, and hassle-free communication solution.
- Aligns with operational budgets and business growth.
- Enhances guest service and staff efficiency.

#### Real-World Examples: How Hotels Benefit from Harmony with Webex

Hotel Type	Challenge	Solution with Harmony	Results
<b>1. 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> </ul>	<ul style="list-style-type: none"> <li>📄 30% faster response times.</li> <li>✓ Higher guest satisfaction in post-stay surveys.</li> </ul>
<b>2. Business Hotel</b>	High maintenance costs for an outdated PBX system; lack of effective communication tools.	<ul style="list-style-type: none"> <li>✓ Shifted to a cloud-based model, eliminating PBX maintenance.</li> <li>✓ Webex chat &amp; video conferencing for internal meetings.</li> <li>✓ Mobile access for remote management.</li> </ul>	<ul style="list-style-type: none"> <li>💰 40% reduction in communication costs.</li> <li>⌚ 25% increase in staff efficiency.</li> </ul>
<b>3. Boutique Hotel</b>	Struggled with fragmented communication and wanted to offer high-touch, personalized service.	<ul style="list-style-type: none"> <li>✓ AI-driven concierge services for instant guest responses via voice/chat.</li> <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 benefit from Harmony with Webex by:

- **Boosting staff productivity** through seamless collaboration.
- **Enhancing guest satisfaction** with faster, more personalized service.
- **Reducing operational costs** by eliminating legacy PBX systems.

By adopting Harmony with Webex, hotels gain a future-proof communication system that helps them run smoothly while exceeding guest expectations.