



## BroadSoft Hospitality Enhanced with Mobile UC-One Workstream Collaboration Capabilities to Amplify Productivity and Guest Experiences

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**New BroadSoft Hospitality features integrated into UC-One Connect allow hotels to access, respond to and act on guest requests in real-time, no matter where they are on the property**

PHOENIX, Oct. 23, 2017 (GLOBE NEWSWIRE) -- [BroadSoft, Inc.](#) (NASDAQ:BSFT), a global market share leader in cloud business software for unified communication as a service (UCaaS), and provider of collaboration and contact center as a service (CCaaS), today announced new [UC-One](#) mobile features for the [BroadSoft Hospitality](#) solution. The new features provide hotels with the ability to control the guest experience at any time from the UC-One mobile client.

A photo accompanying this announcement is available at <http://www.globenewswire.com/NewsRoom/AttachmentNg/1fcfab75-3ddf-4c39-93f1-7c3e74458115>  
[BroadSoft Hospitality](#)

This new offering is a continuation of ongoing efforts by BroadSoft to help hotels deliver a greater level of experience to their guests. The mobile integration allows front desk hotel staff to move throughout the property while still being able to access, respond to and act on guest requests in real-time. Not only can hotel employees now provide an improved level of guest satisfaction and responsiveness, hoteliers can reduce costs by eliminating outdated devices they've traditionally been required to move around the property, such as two-way radios and walkie-talkies. The UC-One mobile client provides employees all of this access via smartphones, and integrates communications and collaboration into everyday business processes and workstreams.

Deployed in more than 1,500 hotels across 40 countries, BroadSoft Hospitality provides hotel staff, guests and event attendees with industry (or hospitality) specific communications services and feature sets - from guest wake-up calls and voicemail, to billing and call accounting. Traditionally, these services have been managed through either a hotel's Property Management System (PMS) or the Hospitality Features Portal (HFP) via their desktop PCs or stationary devices, tethering employees to their desks. With UC-One for Hospitality, staff is free to move around the property with easy access to these critical services, making them more productive and ultimately increasing efficiencies and guest satisfaction.

"Guest satisfaction is key in the hospitality industry, and hotels are constantly looking for new and innovative ways to increase that level of satisfaction," commented Ron Grau, director of engineering hospitality solutions at BroadSoft. "For hoteliers who want to offer an enhanced, differentiated guest experience and take advantage of the latest cloud-based communications and collaboration tools, BroadSoft Hospitality is a logical choice."

BroadSoft Hospitality offers BroadSoft Business, a fully integrated portfolio of enterprise-ready cloud PBX, unified communications, team collaboration and contact center applications, delivered in the cloud providing contextual intelligence across the entire platform so BroadSoft Hospitality customers can access the information and apps they need in one place.

For more information about BroadSoft Hospitality, click [here](#) and find the white paper [here](#).

To find out more about how mobility is a key driver behind guest satisfaction, click [here](#).

### About BroadSoft

BroadSoft is the technology innovator in cloud pbx, unified communications, team collaboration, and contact center solutions for businesses and service providers across 80 countries. We are a market leader for cloud unified communications with an open, mobile and secure platform trusted by 25 of the world's top 30 service providers by revenue. Our BroadSoft Business application suite empowers users and teams to share ideas and work simply to achieve breakthrough performance. For additional information, visit [www.BroadSoft.com](http://www.BroadSoft.com).

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