



Rainbow™ Hospitality by Alcatel-Lucent

Your smart orchestrator for hotel communication and operations.





Rainbow Hospitality: Connected communication for modern hotels

Rainbow Hospitality brings guest communication, staff collaboration, telephony and hotel operations together in one secure, cloud-based service. Built on Rainbow Hub, it helps hotels manage check-ins, room moves, wake-up calls, guest messaging, call flows and reporting from a single hospitality management portal.

Give your guests a fully connected experience from check-in to check-out.

Rainbow Hospitality, built on the trusted Rainbow Hub platform, integrates effortlessly with your Property Management System (PMS), including Opera Cloud OHIP, and with other third-party hospitality solutions through Rainbow Hospitality APIs. It can also operate with its own stand-alone features to enrich hotel management.

From check-in and room moves to wake-up calls and phone access control, everything is handled through one secure, cloud-based service. Staff collaborate through the sovereign Rainbow platform, while guests reach the hotel through their preferred mobile guest application. All interactions flow through the same secure system, ensuring fast responses.

Hotel managers gain real-time dashboards, activity reports and easy configuration tools, including an integrated Wi-Fi captive portal, to optimize operations and enhance guest satisfaction.

From boutique hotels to global chains, Rainbow Hospitality brings simplicity and security. The GDPR-compliant platform eliminates the personal liability associated with consumer messaging tools, helping you elevate service without investing in heavy infrastructure.

All your hotel communications in one place

Rainbow Hospitality unites your hotel's key communication needs — guest telephony, staff messaging and service coordination — in a single cloud-based application. Whether you are connecting the front desk, housekeeping and maintenance, or giving guests easy ways to reach you, everything is streamlined to boost service quality and operational efficiency.

- One platform, two experiences: Your teams collaborate through Rainbow, while guests connect effortlessly with hotel staff via their mobile guest application. With everything unified in a single management portal, managing check-ins, room moves, wake-up calls and guest requests becomes seamless.
- Stay connected anywhere: Staff remain within the secure Rainbow Hospitality environment on desktop or mobile, while guests enjoy the convenience of WhatsApp. Every exchange is captured centrally, enabling rapid responses wherever your team may be.
- Control at your fingertips: A simple management portal for reporting, configuration and branding
- No heavy infrastructure: All you need is an internet connection to easily scale from a single property to an entire hotel chain
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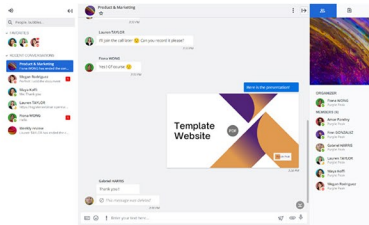
An open platform powered by collaboration, telephony and CPaaS APIs



Unified communication experiences

One platform delivers staff-to-guest communication from arrival to check-out:

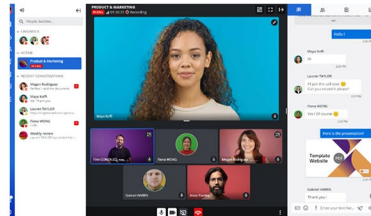
- Staff collaborate through Rainbow
- Guests connect instantly through WhatsApp, with no app to install and no friction
- All interactions unified in a hospitality management portal
- Check-ins, room moves, wake-up calls and requests handled in one place



Programmable and AI-ready

Open APIs are designed to enrich communications with your AI capabilities, enabling hotels to bring their own intelligence layer:

- Build intelligent, custom processes aligned to your operations and brand
- Integrate BYO-AI scenarios such as routing, agent assistance, automation and AI-driven guest services
- Integrate staff-guest interactions directly into hotel AI or data platforms



Open and interoperable ecosystem

A flexible, sovereign platform that connects with your existing systems and devices:

- Extend your hospitality ecosystem by connecting Rainbow Hospitality to your preferred apps and services
- PMS and CRM connectivity
- Custom workflows for guest services
- Easy third-party app integration via CPaaS
- WhatsApp offers guests convenience, while our GDPR-compliant platform safeguards the hotel's data, ensuring every interaction remains secure and centrally managed



Telephony and hospitality management working together

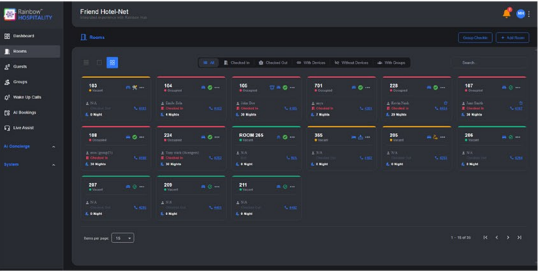
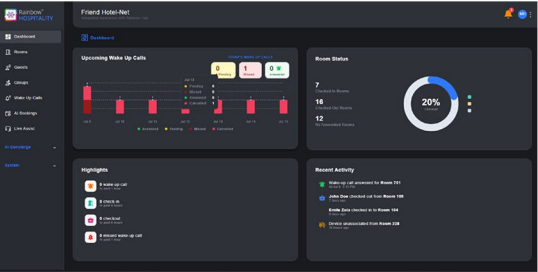
Manage your call flows easily by creating as many operational groups as needed, such as reception, housekeeping or spa and wellness. Use Rainbow Hospitality to transform telephony into a hospitality service tool, with features including an interactive voice response (IVR) system, opening and closing schedules and personalized greeting messages. You can also upgrade to a full AI-based answering service for both live conversations and IM-based interactions through BYO-AI integration:

- Personalized greeting and calendar
- Three-level interactive voice server
- Grouping with or without queueing
- Sequential, circular or parallel call distribution
- Group call log
- Group voicemail
- AI-based answering services
- Members receive calls on all their devices: PC, mobile and fixed line phone
- Advanced statistics, including answered-call rate, waiting time, call duration and other metrics
- Supervisor and/or agent roles per group

Reporting dashboard for managers

- Reporting dashboard for managers
- Gain full visibility into your hotel's communications and service activity
- Real-time and historical call data
- Occupancy and service usage insights
- Customizable activity dashboards
- Exportable reports for business analysis

Rainbow Hospitality management portal



Licenses and compatible equipment

Standard Rainbow* subscriptions for hotel staff

Voice Phone The basic subscription Fixed-line telephony only, meeting rooms or DECT terminal	Voice Business The gateway to digital communications - PC/smartphone/telephony - Collaboration	Voice Enterprise The preferred subscription for digital enterprises - PC/smartphone/telephony - Collaboration - Videoconferencing	Voice Attendant For a professional welcome - Voice enterprise and operator console - Computer telephony only
Voice Premium The subscription to enhance operations and productivity with AI - Meeting transcription - AI-generated meeting summaries - Expanded 10 GB storage capacity	Voice Hospitality Management Center For hotel managers - Rainbow Hospitality subscription - Bundled with free Click-to-Connect subscription	Voice Hospitality Room For guest room management Price per room, up to three devices per room	

Rainbow* supports a wide range of desk phones and DECT handsets for all needs



* Rainbow Hub



Hotel management portal for hotel managers

- **Room management:** Easily assign, move or update room status in real time
- **Guest management:** Handle check-ins, check-outs and guest details from your PMS or directly from our portal with a cached view, ensuring continuity even if the PMS connection is temporarily unavailable
- **Wake-up call management:** Schedule, edit or cancel wake-up calls with a few clicks per guest or per group; get notified via IM if a wake-up call fails
- **Guest room CDR:** Access call detail records for accurate guest billing at check-out or use the optional call accounting module pushed directly into your PMS system
- **Reports:** Generate detailed usage and activity reports to monitor operations
- Manage staff access, login permissions and security settings, while enabling full mobility for your staff
- **Hotel manager onboarding:** Set up and train new managers quickly for smooth adoption
- **Configuration:** Adjust system settings to fit your hotel's processes and policies
- **Branding customization:** Personalize the portal with your hotel's logo and visual identity
- Activity dashboard: View live operational metrics to keep service running at its best

Rainbow Hospitality features

- **Check-in:** Instantly activate guest room services upon arrival
- **Check-out:** Automatically deactivate services and prepare the room for the next guest
- **Room move:** Seamlessly transfer guest services and billing when changing rooms.
- **Phone barring/unbarring:** Control guest call permissions, including international access
- **Wake-up call management:** Schedule, edit or cancel wake-up calls with a few clicks per guest or per group; get notified via IM if a wake-up call fails
- **CDR for call accounting:** Track and bill guest calls accurately at check-out
- **Guest SIP and analog phones:** Fully compatible with modern and legacy in-room phones
- **Webchat widget:** Let guests contact the hotel directly from your website
- **WhatsApp connector:** Enable quick guest-to-staff messaging via WhatsApp
- **Guest Web App:** A dedicated branded app giving guests a direct, frictionless channel to hotel services, accessible instantly via QR code
- **Staff call handling/collaboration:** Keep your team connected through voice, chat and file sharing
- Integrated captive portal for guest Wi-Fi access control via OmniAccess Stellar access points
- API documentation for integration
- Additional features can be added through BYO-AI





Contact us and try Rainbow Hospitality

Rainbow Hospitality is supplied without operator service (telephone numbers and minutes of communication). Please contact your integrator/Alcatel-Lucent Business Partner for further information.

Find out more: visit the Alcatel-Lucent webpage.