

WAVE is VoIP Software that Connects Any IP Accessible Device:

- Two-way Radios
- PCs & PDAs
- Mobile Phones
- Telephones
- Paging Systems
- Intercoms

WAVE is:

- 100% Software
- Built to Open Standards
- Independent of Proprietary Hardware
- Customizable

WAVE Benefits:

- Increases the Value of Investments in Radio, IP and Telephony
- Increases Productivity Through Interoperability & Collaboration
- Increases Flexibility and Modularity Through Open Standards
- Extends Unified Communications to Include Radios
- Enhances Communications Reliability
- Lowers Communications TCO



Front office. Back office. Security. Maintenance. WAVE software improves communications within individual properties and across larger groups by more effectively using their existing systems. By reducing to a minimum the number of devices required by any one individual, major performance and cost benefits can be achieved.

WAVE® for Hospitality



Stiff competition, price wars and slim profits under the weight of a ballooning supply of rooms is threatening the performance of many of the world's largest and most successful brands. WAVE software technology is creating new opportunities for hotel and entertainment groups to improve business efficiency through the intelligent use of existing communications systems

To the industry observer, one of the most common sights in any hotel, conference center or casino setting is the on-duty manager, concierge or maintenance worker carrying two or even three communications devices in order to stay connected with the rest of the staff. In most cases, certainly for the majority of properties built more than ten years ago, these devices include one or more two-way radio handsets, a mobile phone and even a pager. Perhaps not so apparent, but equally inefficient, is the hotel worker equipped with only one device and therefore unable to interact with other groups using a different technology.

The reason that these two different scenarios exist is simple: over a period of time, usually years, technology has been selected and deployed with a limited group of users in mind and with little or no consideration that other groups of users would wish to participate and collaborate using that technology. That's why it's typical to see the maintenance team using one type of two-radio system while the security team using another—each has to carry the other user's technology in order to communicate.

Two-way radio systems, or walkie-talkies, are an established and proven communications solution used by most hotel and entertainment organizations because they operate a highly mobile workforce that is involved in continuous communications between individuals and groups of users.

For individual properties and smaller hotel groups, this is often a manageable situation as capital and operating costs are relatively small. But for the larger groups with hundreds of properties and thousand of employees interacting with hundreds of on-site suppliers and contractors, this mixed communications environment becomes a major hurdle to more efficient operations and an improved bottom line.

Connecting the Communications Islands

Rather than continue to invest in aging and disparate communication systems, or 'islands', and aware of the high cost of new digital radio and group-wide IP telephony solutions, many hotel and hospitably groups are looking at how standards-based software can deliver unprecedented level of communications interoperability using existing systems. Military, government and public safety operators have proven this approach to work, as Radio-over-IP (RoIP) is now a standard solution for a growing number of mission-critical organizations that operate in a complex communications environment.

WAVE Core Functionality

Operating Systems

- Windows XP
- Windows Vista
- Windows 2003 Server
- Windows 2008 Server
- Windows Mobile 5 & 6
- Redhat Enterprise Linux 5.1

IP Telephony

- Support for SIP and H.323

Supported IP PBXs

- Avaya Communications Manager 3.1 & 4.0
- Cisco ISR Routers
- Cisco Call Manager 4.2 & 6.0
- Cisco Call Manager Express
- Nortel BCM 50 & CS 1000
- Asterix

Supported Radio Systems

All types of radio systems, including:

- EF Johnson
- Kenwood
- M/A-COM
- Motorola
- Sprint Nextel
- Trident Passport
- Tait

Supported Radio Gateways

- C4i RIU
- Cisco 2811 Router E&M
- Daniels UIC
- ETC DS-1800
- Raytheon JPS ACU-1000
- Raytheon NXU-2
- Telex IP-223 and NI 223
- TOCNET
- Voice Interop AM360

Embedded UC Integration

- Microsoft Office Communications Server 2007
- Microsoft SharePoint Server
- IBM Lotus Sametime

The challenge for hotel operators is to identify new technology that can improve their operating efficiency and bottom line quickly and measurably, without incurring excessive initial set-up and operating costs.

WAVE software technology leverages IP to radically improve on the effectiveness and efficiency of hotel operations by creating a converged, interoperable communication environment that removes the need for employees and contractors to carry multiple devices. Instead of having an employee carrying two radio handsets, for example, WAVE will allow only one to be carried so that the other device can be re-issued or retired. WAVE manages the bridging and patching of the different two-way radio systems, as well as interfacing of those systems with other technologies such as analog or IP telephony systems.



WAVE Allows Access to Two-Way Radio Systems from a PC or Telephone

WAVE software allows users to connect together their radio and non-radio users without the need for expensive desktop radios or additional dispatch services. WAVE can support hundreds of groups of simultaneous users with a single commercial off the shelf Windows-based server or selected IP telephony system, enabling an extensive range of disparate communications devices to work together.

WAVE is Inexpensive and can be Deployed on Existing Computing Assets

For many hotels and hospitality chains, a growing awareness of the value of modern, integrated telephony and IT systems has not resulted in wholesale adoption by the industry because of the high initial cost and a requirement to maintain staff that can operate and maintain them. WAVE software is inexpensive to deploy and leverages existing computing and communications infrastructure for rapid deployment and ROI.

WAVE Maximizes the ROI from Investments in IP Telephony and Unified Communications

IP telephony (VoIP) solutions from vendors such as Nortel, Cisco, Avaya and Unified Communications (UC) platforms from Microsoft, IBM and others promise great improvements in business efficiency by, among other things, removing the 'human latency' in decision-making. WAVE directly integrates with most VoIP and UC solutions, increasing further the ROI on these investments and delivering immediate and tangible benefits for users of the systems and the business as a whole.

Find Out More.

If you would like to learn more about WAVE software technology and the innovative communications solutions built around it, visit us at www.twistpair.com

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