

Mankara PTE LTD

Hudini certified with OmniPCX Enterprise™

mankara

Hudini is a digital transformation platform that helps to digitally connect all 3 stages of guest journey - pre stay, during stay and post stay - with a hotel property.

Our hospitality specialized middleware integrates hardware & software systems from multiple vendors to capture the guest transactions and deliver all services through any digital device (TV, in room tablet, guest mobile, wearables etc.)

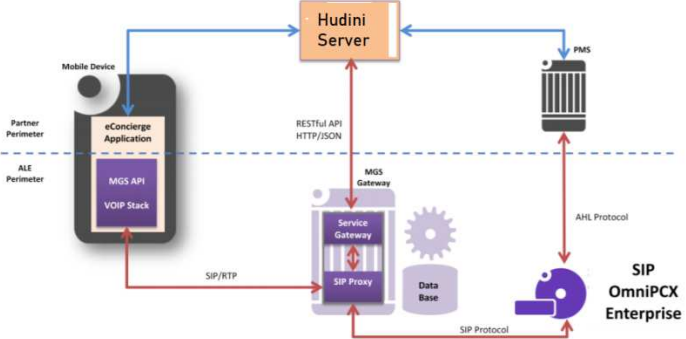
Hudini and Alcatel-Lucent Enterprise Guest Softphone integration (MGS) turns a guest's own mobile device into an extension of their in-room phone. The guest downloads the application from popular online app stores, and then uses the app to scan a QR code. This auto-configures the app on the guest device based on credentials input by the hotel reception on the Property management system

hudini

Integration Overview:

The various components involved in a typical MGS (Mobile Guest Softphone) setup are:

- MGS Gateway:** The server on which the MGS components are running
- Service Gateway:** The core server application used to manage users and control access to the communication system. It includes a Web Management GUI and a REST API. These allow actions like speed dial management, guest provisioning management, QR Code generation and printing, ...
- SIP Proxy:** Manages SIP communications
- SIP OmniPCX Enterprise:** The hotel's communication system, usually an Alcatel-Lucent Enterprise OmniPCX Enterprise
- Property Management System (PMS):** The application used by the hotel staff to manage guest check-ins and check-outs
- Mobile Device:** The guest smart phone. Hotel guests will use it to run either the Mobile Guest Softphone Client App, personalized as per the hotel's corporate color scheme,
- MGS API:** API containing a VoIP stack named Squale Hotel eConcierge
- Server:** Hudini Servers



Integration Details:

- Automatic registration and room association via QR code scanning: guest devices automatically become part of the hotel telephony system and are associated with their respective rooms. No manual provisioning required.
- Enables guest BYOD use, allowing them to access free in-hotel voice communications using their smartphones while within the hotel wireless network.
- Hotel-branded Mobile Guest Softphone application available on the Apple® App Store and Google® Play for guest download.
- Simple dial pad, directory speed dial, and click-to-call
 - Embedded hotel directory to easily contact different hotel services.
 - A private directory for hotel guests for their favorite contacts within the hotel
 - Centralized management via web administration interface.

Technical Details:

Environment

Partner	ALE
<ul style="list-style-type: none"> • Hudini v1.0 	<ul style="list-style-type: none"> • OmniPCX EnterpriseR12.x™

Supported APIs/Protocols

- MGS SDK 2.3.000.10, SIP/HTTP

For technical support, contact:
Mr. Sarath Kumar
IT infra and Support Head
Ph:+91 9686628426
Email: sarath.kumar@hudini.io

30, Cecil Street, #19-08,
Prudential Tower,
Singapore 049712

Hudini.io

Company Overview:

Mankara PTE LTD is a software product Company established in Singapore with an R&D center based in Bangalore, India and operations across GCC, Europe, Asia pacific and north America . Mankara has been formed with a vision to change the digital landscape in hospitality vertical and enhance digital experience provided to hotel and their guest(s).



The Alcatel-Lucent name and logo are trademarks of Nokia used under license by ALE. To view other trademarks used by affiliated companies of ALE Holding, visit: www.al-enterprise.com/en/legal/trademarks-copyright. All other trademarks are the property of their respective owners. The information presented is subject to change without notice. Neither ALE Holding nor any of its affiliates assumes any responsibility for inaccuracies contained herein. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission
Copyright © 2020 ALE International. All rights reserved