Alcatel·Lucent
Enterprise

PROTEL Hotel Software
ALE Interface Service certified with
OmniPCX Enterprise™ and OXO Connect ™

Protel / Planet is a company providing services and solutions for the hospitality market.
The portfolio covers two own PMSs (property management systems) allowing to manage hotel's basic and advanced needs.
These are complemented with a variety of Protel cloud services.
The general platform "Protel I/O" provides communication to other vendors of hospitality services like PBXs, POS systems and booking channels.
Besides the own PMSs also other PMS vendors (e.g. Radisson Emma) can utilize P ALE interface e.g. Alcatel-Lucent Enterprise PBXs.
Functionality of the two PMSs "Protel Air" and "Protel" is to serve hotel guests between their check in and checkout with all the comforting a hotel can offer. It consists of various front ends to be used by hotel staff as well as functionality to automate processes.
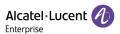
Integration Overview:

The ALE interface in Protel I/O allows Protel and third party PMSs to communicate to the AHL of an OmniPCX Enterprise via TCP as well as to the OHL of an OLD (Office Link Driver) instance via TCP to access an OXO Connect. It covers the full portfolio of functionality that is available on a communication to Alcatel-Lucent Enterprise PBXs.

Integration Details

ALE interface is using for cost effective solutions providing acquisition, processing, and utilization of data for all areas of a hotel.

- Room Management Mode only
- Room Status Change
- Wake-Up Calls events
- Call Metering Tickets (SMDR)
- Data Transfer (Mini-Bar)
- Real time billing of guest call charges and minibar
- Opening phones at check in / closing phones at check-out
- Updating phone directory with guest names
- Front ends for staff and guests: front office, housekeeping, guest orders, etc.
- Reporting and dynamic dashboards
- ease of use for staff and guests
- tailored for hotels of all sizes from small to multi-site hotel chains.

For technical support, contact:
Tel: +49 231 915 930
Email: interfaces@protel.net

Technical Details:

Environment	
Partner	**ALE**
• ALE Interface Service Sept. 2023	• OmniPCX EnterpriseR100.1™ • OXO Connect R6.0
Supported APIs/Protocols	
• AHL via TCP/IP • OHL	

Protel
Europaplatz 8, D-44269
Dortmund, Germany
Tel: +49 231 915 930
www.protel.net

Company Overview:

Protel Hotel Software GmbH has been developing and selling technology and service solutions specifically and exclusively for the hotel industry and related sectors since 1994. The consistent focus on the demands of a single industry makes Protel one of the most experienced and successful providers of professional property management systems (PMS). Protel's product portfolio caters to the needs of every market segment from small individual hotels to multinational hotel groups.