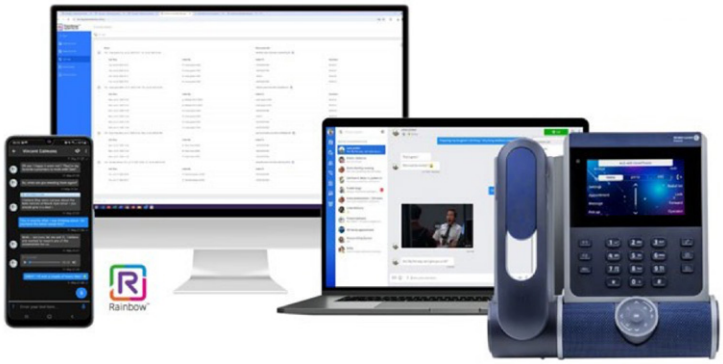
Rainbow™ Hospitality by Alcatel-Lucent

Rainbow Hospitality by Alcatel-Lucent is a comprehensive middleware solution that creates a unified bridge between your OPERA Cloud Property Management System (PMS), third-party PMS platforms via API integration and the Alcatel-Lucent Rainbow Hub communication infrastructure, ensuring smooth hotel operations and uninterrupted service excellence for your guests.



Core solution components

Rainbow Hub: A secure, cloud-based communication platform by Alcatel-Lucent that lies at the heart of Rainbow Hospitality. Its core component is a Cloud PBX that provides advanced voice services, collaboration, video conferencing, auto-attendant/IVR, voicemail, call recording and attendant/queuing capabilities for all staff.

It acts as the central integration point for the hotel's digital ecosystem, including PMS (Property Management System), CAS (Call Accounting System) and other operational tools.

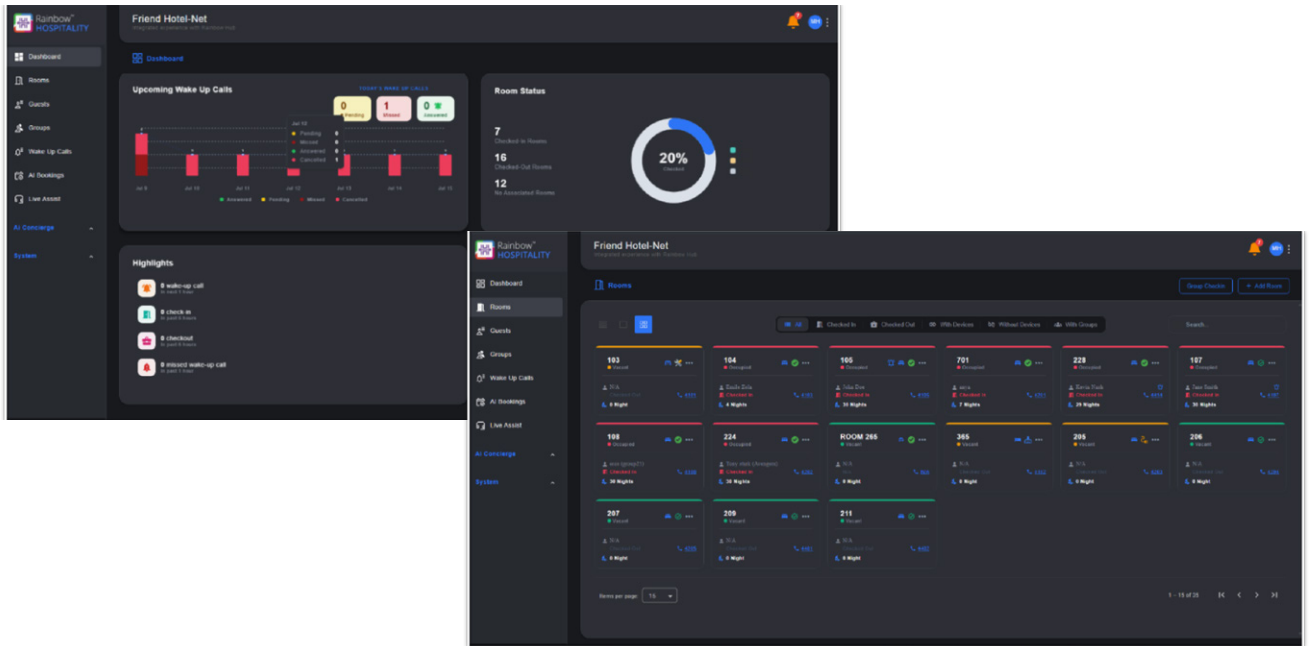
Cloud PBX: A modern phone system that facilitates voice-enabled guest services, call routing, wake-up call automation and room-based communication management—all fully synchronized with your hotel's operational systems.

Hospitality management center: Your property's web-based command center for system integration management. This centralized dashboard empowers your IT and operations teams to onboard new properties, configure operational system connections and, through advanced report analysis, maintain optimal integration performance across all hotel touchpoints.

Gateway service engine: The intelligent backbone that works behind the scenes to keep your hotel running flawlessly. This automated service continuously synchronizes guest profiles and room inventory data; provides instant updates for arrivals, departures and room changes; and monitors all guest room communication activities to ensure superior service delivery.

AI capabilities can be integrated into Rainbow Hospitality through a BYOAI approach. We collaborate with a range of technology partners; however, customers may also select their preferred providers to incorporate AI solutions. These capabilities may include voicebots and IoT applications, among others. Use cases vary depending on business needs, and AI solutions can be adapted accordingly. This list is non-exhaustive, and customized technologies can be implemented to meet specific requirements.

Through this integrated approach, Rainbow Hospitality creates a cohesive operational environment that enhances both staff efficiency and guest satisfaction across your entire property.



Check-In	Automatically triggers guest profile creation and room assignment in the system. Instantly updates the guest directory and activates telephony services for the room.
Check-Out	Deactivates room telephony services, clears guest data from the directory and triggers the export of call records for billing via the CAS.
Room transfer	Ensures all guest data, telephony settings and active services are transferred in real time to the new room with no interruption in service or communication.
Phone Barring/Unbarring	Automatically enables or disables room telephony (internal or external calls) based on check-in status, credit control policies or staff commands. Fully integrated with PMS triggers.
Wake-up Calls	Schedule, modify or cancel automated wake-up calls directly through the PMS or Rainbow Hospitality interface. Wake-up alerts are logged and monitored for completion.
Group Management	Manage all reservations for a group in one place, including group check-in/check-out and group wake-up call scheduling with a single click
CDR for Call Accounting	Generates and exports detailed Call Detail Records (CDRs) for each guest room.
SIP-certified endpoint and analog phones	Enable room-based telephony and guest services through supported hardware. Compatible with SIP-certified endpoints, starting with Vtech phones. Reuse analog phones through a certified analog-to-SIP gateway.
Web chat widget	Integrate a real-time chat widget into your website or guest portal, allowing guests to interact with front desk or support teams directly via web.
WhatsApp connector	Enable guest communication via WhatsApp through an integrated connector, centralizing conversations within the Rainbow Hospitality platform and improving accessibility.
Staff call handling / collaboration	Provide staff with advanced call handling, internal messaging and group collaboration tools via Rainbow Hub, improving response times and operational coordination.

Hospitality-focused access management

Hospitality Management Center: This role-based administration system is designed specifically for hotel operational structures, delivering the right level of access to each team member while maintaining security and operational integrity.

Hotel Administrator Access: Tailored for IT directors and systems managers, this comprehensive administrative role provides complete oversight of all technical configurations and system integrations, including telephony management and infrastructure connectivity, ensuring your property's technology foundation remains robust and secure.

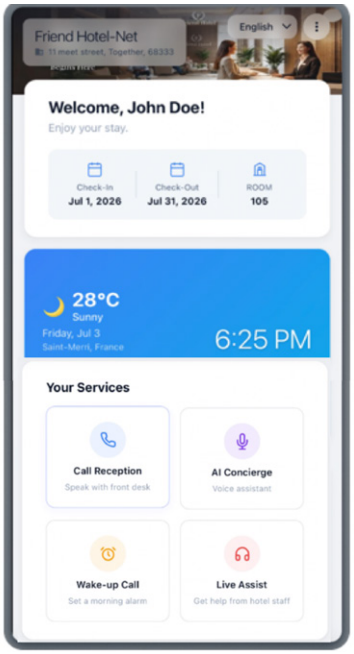
Hotel Manager Access: Perfect for front office managers, guest services supervisors and department heads, this operational role focuses on daily hospitality functions including performance dashboards, room device management and guest activity insights—without compromising sensitive system configurations.

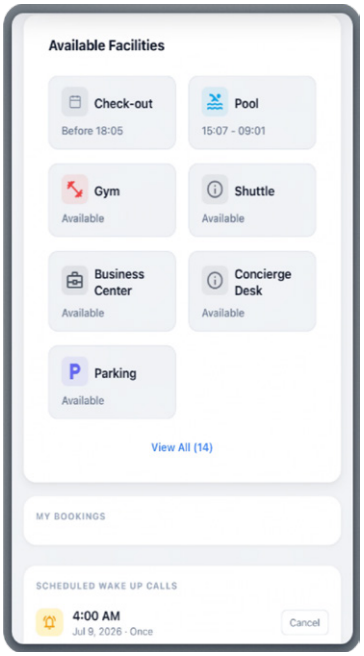
This structured approach ensures your hospitality team can deliver exceptional service while maintaining the security and stability of your property's technology infrastructure.

Elevated guest experience

Rainbow Hospitality transforms your hotel's operational capabilities and guest service delivery through intelligent automation and cloud-powered hospitality solutions.

Technical requirements	
Traffic required	Rainbow Hospitality is supplied without an operator service (telephone numbers and call minutes). Please contact your integrator or Alcatel-Lucent Business Partner for further information.
Call accounting system and Property Management System	Rainbow Hospitality works with a CAS and a PMS via API. Please contact your integrator to obtain further information.
Rainbow Hub subscriptions required	To use Rainbow Hospitality, you will need active Rainbow Hub subscriptions, such as Phone, Business, Enterprise, Attendant, etc. For more information, please contact your sales representative or Alcatel-Lucent Business Partner.
Voice Hospitality Management Center	Provides access to the full Hotel Management Portal with rooms, guests, wake-up, CDR, reports, dashboard and configuration. Brings valuable hotels services with integration / API capabilities, including the C2C connector for the Guest Web App, the BYO-AI connectivity (Open AI).
Voice Hospitality Room	Per-room subscription covering in-room phone management (up to 3 devices per room).
AI Concierge	Requires an OpenAI corporate subscription.
Click To Connect (C2C)	The Hospitality offer is bundled with a free C2C subscription, providing hotel staff and guests with additional communication channels (web and WhatsApp).





www.al-enterprise.com
© 2026 ALE International, ALE USA Inc. All rights reserved in all countries. The Alcatel-Lucent name and logo are trademarks of Nokia used under license by ALE. To view a list of proprietary ALE trademarks, visit: www.al-enterprise.com/en/legal/trademarks-copyright. Some visuals in this document may have been generated using AI and are for illustrative purposes only. DID26090702EN (September 2026)