

Introduction

Netfone Cloud seamlessly connects systems, people, and services, bringing your entire business ecosystem together in one centralised platform.

Purposely-built for the hospitality industry, it seamlessly integrates telephony, property management system, accounting, and automation systems across all touchpoints.

Seamless Integration Across Systems

At its core is the **Netfone Portal**, which acts as the nerve center and is driven by robust databases, linking critical business applications and infrastructure through secure, high-performance APIs. This ensures every system communicates effortlessly, creating a fully synced digital environment that enhances efficiency, visibility, and guest experience.

Netfone Cloud connects and automates your essential tools, including:

- **Hotel PMS (CMS & RMS):** Real-time guest data, billing synchronization, and room status updates.
- **Telco Providers:** Reliable voice connectivity and call management across multiple networks.
- **WiFi & Access Points (UniFi, Grandstream):** Streamlined guest internet access and network control.
- **Door Lock Systems:** Smart room access and secure control through unified interfaces.
- **Accounting & Payment Systems (Xero, Stripe):** Invoicing, reconciliation, transaction tracking, and secure payment options.
- **Amazon Web Services (AWS):** Scalable cloud infrastructure supporting storage, delivery, and application uptime.
- **Office 365 & Teams (AudioCodes/SBC):** Support ticketing, collaboration, and SIP integration.
- **ChatGPT:** Intelligent, human-like customer interaction and support via AI-driven automation.
- **Training Platforms (SaaS services):** Comprehensive learning and onboarding for customers.

Netfone Cloud.

Transforming hotels, perfecting guest journeys



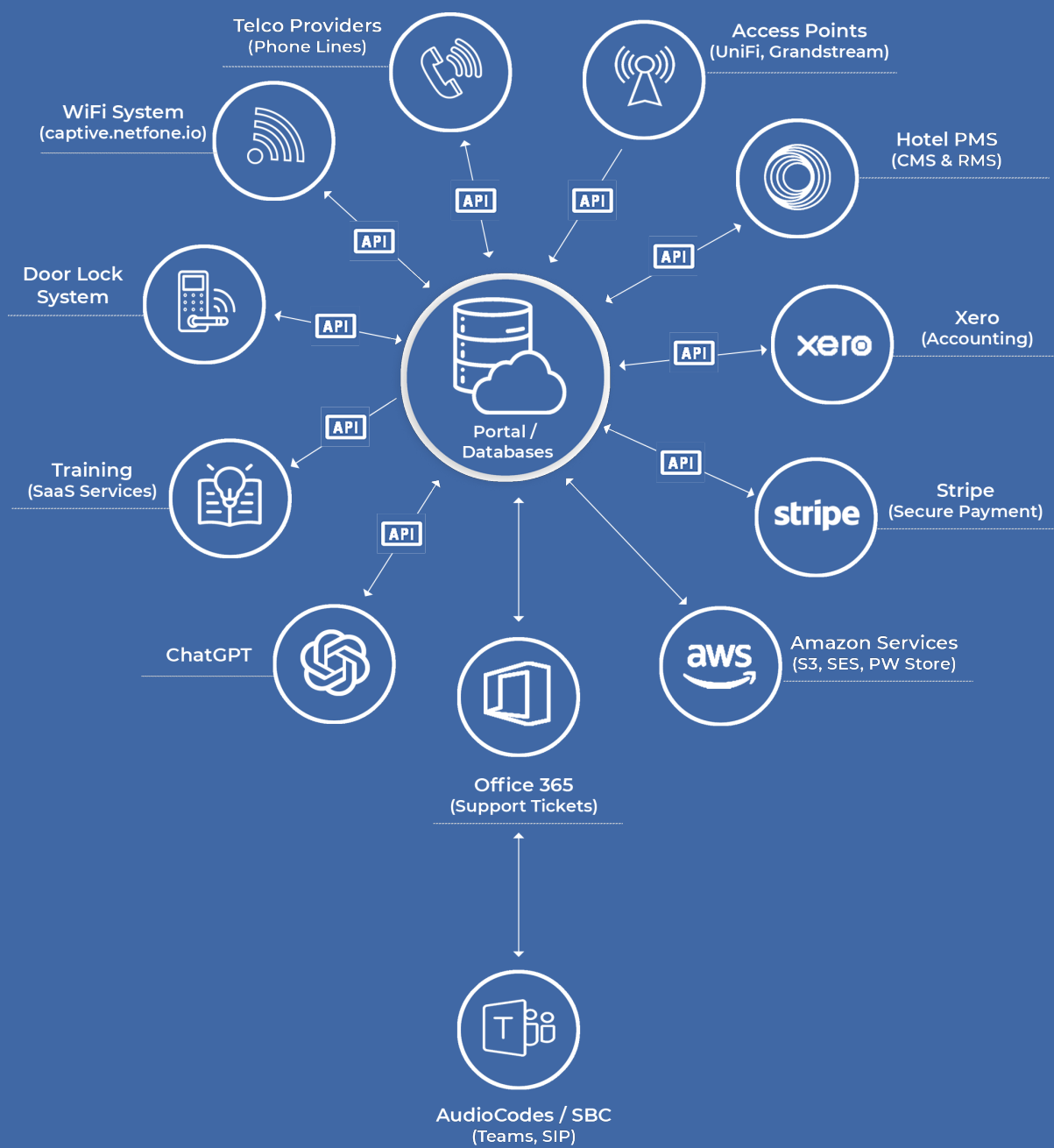
AUS : 1800 861 333 - NZ : 0800 311 777

support@netfone.io

www.netfone.io



Netfone Cloud Architecture



Netfone Cloud.

Transforming hotels, perfecting guest journeys