



**SHADOW**<sup>cms</sup>

**Voice & Data Management  
Hospitality**

## **Billing for all your guests' communication expenses right at your fingertips!**

### **Discover the most accurate real time method of billing your guests for communication expenses!**

Communication services are essential to the majority of hospitality guests. Many business executives and travelers demand efficient facilities that can keep them in touch with home base. It is imperative for a sophisticated communications management system to account for telephone charges, internet usage, equipment fees, surcharges and taxes in real time.

#### ***Discover the benefits of Shadow CMS for Hospitality:***

- ✓ Equipped with tariff tables from major providers and a facility for custom rating plans
- ✓ Works with any call detail recording data
- ✓ Can be deployed anywhere around the globe
- ✓ Direct costed records to a printer, guest invoice or integrate with a property management system for automated billing
- ✓ Capacity is limited only by the size of the hard drive
- ✓ After hours 24/7 support for critical inquiries

**RSI**

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# SHADOW<sup>cms</sup>

## Voice & Data Management

real time billing software  
for hospitality  
environments!



SHADOW Voice & Data Management CMS for hospitality is engineered to provide a realtime method of increasing revenue in hotel, motel, hospital and shared tenant environments.

SHADOW logs transactions from telephone systems, hotel internet providers and carrier services (i.e. hobic merge). SHADOW interfaces directly with your IP switch, PBX or business telephone system for realtime processing. The information is processed, assigned a cost and immediately delivered to property management room folios for true billing integration.

SHADOW answers hospitality needs of any magnitude from a small campground to a major hotel chain. In fact, SHADOW is installed in many prestigious of properties around the world.

The SHADOW reporting engine provides concise up to the minute information for accounting comptrollers. Detailed and summary reports can be derived for guest rooms, meeting rooms, convention floors, administrative,

employee and tenant extensions. Our dynamic pricing engine can accommodate any carrier tariff, custom hotel plan, markups, surcharges, price limits, discounts or taxation.

### INSTANTANEOUS BILLING TO PROPERTY MANAGEMENT SYSTEMS

SHADOW interfaces to all property management systems that utilize an RS-232 cable or TCP/IP as an input source for communication expenses. There is no additional module required to accomplish this interface. SHADOW utilizes special drivers for communicating data to each PMS vendors specifications. ACK/NAK, block check, inquiry, STX/ETX and CRC are all supported protocols. SHADOW may optionally utilize sentinel files for legacy PMS systems that use file sharing. Internet billing records, hobic or multiple IP/PBX records can be merged into one database, processed and delivered to any property management system.

### INSTANTANEOUS BILLING TO A PRINTER

SHADOW may be used like a traditional telephone billing printer. Immediately after a call is placed, SHADOW will evaluate the charges, apply appropriate surcharges and output the results directly to a printer.

### CHECK-IN / CHECK-OUT

SHADOW allows smaller hotels and motels the option of producing telephone invoices without interfacing to a guest tracking system. Simply enter the room number and a list of telephone charges is produced.

### NEVER HAVE AN OUT OF DATE SYSTEM

SHADOW is fully charged with the latest rates, tariffs and area codes. You can

rest assured your system will never become out of date. SHADOW is continually developed and enhanced. We provide free software upgrades, tariffs & telephone support to customers that subscribe to our Extended Annual Maintenance. Rates and tariffs are also made available on our website.

### CUT MISUSE AND ABUSE

Special exception reporting allows the comptroller to pinpoint misuse and abuse from meeting rooms, administrative extensions or guest rooms.

### PROFIT MARGIN

SHADOW facilitates comparative analysis between carrier services. The comptroller can examine rate structures from different carriers using the property's own telephone calls. As well, SHADOW will provide detailed profit margin analysis of carrier charges versus what the property is billing its guests.

### PROFESSIONAL AND COURTEOUS SUPPORT

RSI proudly backs its SHADOW software. We are committed to the long term satisfaction of our customers. We recognize that hospitality is a 24 hour business. RSI offers 24/7 support to our hospitality customers.



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