iLink

TiGERtms

Integrated Hotel Connectivity Solution

Providing superior
connectivity with
open scalable
middleware
at the heart
of every hotel

iLink

Our world-leading middleware solution has become the Gold Standard for Hospitality Connectivity, providing integration for every leading PMS System, TV System and Guest Services' solution available on the market!

TigerTMS iLink is the most inconspicuous, yet utmost important piece of software a hotel needs – it provides interface connectivity to ensure every part of the infrastructure is linked for optimal performance and functionality.

Unlike connectivity via the PMS, iLink's connectivity is open, scalable, it brings savings, and freedom of choice! Hotels can now choose the best applications they want to use - secure in the knowledge they can interface all their hotel systems with just one integration platform.

At A Glance

✓ Freedom of choice!
iLink has more certified integrations than any other middleware solution. This means a hotel has greater choice in using the applications it wants to use – confident they won't be limited by their chosen PMS.

✓ Great savings!
PMS providers charge for each interface from the PMS and costs soon rack up. Say goodbye to these individual integration fees, and the ongoing 'per interface' support charges. One **iLink** implementation will suffice.

✓ Speedy integrations!
Waiting for system interfaces from a PMS company can take months. With iLink, that's a thing of the past - interface updates are scheduled to ensure compatibility with latest releases.

✓ Scalability!
Add or remove your interfaces as you need them to facilitate a flexible and scalable infrastructure.

The old...versus... the new

The traditional set-up has been to have the PMS system connected to every application used within a hotel. This architecture has no place in the modern world - it is unnecessarily complicated and expensive; a licence fee is charged for every connection and new interfaces encounter more cost and time for the connections to be built.

Migrating to a modern and more agile middleware setup facilitates the easy addition (or removal) of applications, whilst retaining full connectivity to the PMS.

This option provides scalability, flexibility and efficiencies – **at a fraction of the cost!**

Welcome to the solution!

iLink is a communications manager platform that enhances the guest experience by effortlessly integrating:

PMS to Telephony

Integrate your PMS and Telephony system to experience full management of guest wake-up calls and voicemail. Offer snooze control, wake-up alerts and ensure emergency calls are afforded highest priority.

PMS to TV

Welcome your guests with personal messages on new generation TVs as they enter their room. Allow them to view their bill, access their own Netflix accounts, see messages and enable express check-out.

PMS to Housekeeping and Maintenance

Receive automatic notifications of room status. iLink connected to your PMS allows staff to know instantly whether the room is still occupied, has been cleaned, or whether it's been inspected and ready for guests.

PMS to WiFi

Offer secure guest log-in using authentication protocols tied to guest check-in and check-out. Restrict unauthorised internet access to leave bandwidth available to your guests so they a better Wi-Fi experience.

PMS to Room Control

Automatically adjust rooms to the perfect temperature, set the lighting, play mood music, and have curtains open or closed to provide the little extras that makes your guests feel welcome.

PMS to Butler

Offer the best VIP Butler Service to your guests by using iLink to integrate your PMS to a Butler service button on the hotel handset, and provide your guests with an outstanding 5* guest experience.

PMS to Conference

Integrate your conference facilities to your PMS and maximise the business experience to provide the ultimate professional working environment with relevant signage displays, great Wi-Fi and telephony access.

PMS to Guest Mobile

Integrate to guests own mobile devices for F&B Ordering, Check-in and out, and guest chat.
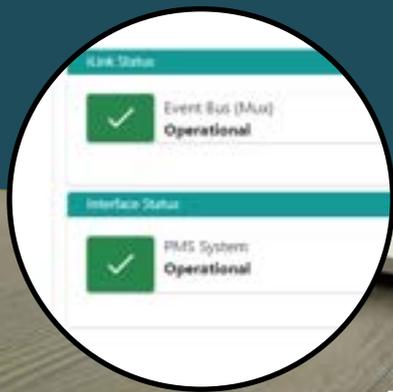
PMS to Voice Control

Integrate in-room devices such as voice control systems, to give guests that home from home feeling and enhance their hotel experience.

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A Dashboard of your Hotel Interfaces

Underlining all of the integrations lies a comprehensive and unique reporting and analysis application, Dashboard:

The Dashboard provides live and real-time information of the status of your interface connections, flagged as red, amber or green.

iLink's connectivity is open, scalable, brings savings, and freedom of choice!

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For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

TigerTMS hospitality solutions are used by over 10,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.