Why do I need ProfitWatch Call Accounting?

Hoteliers depend upon their call accounting system to generate revenue, streamline telecom operations and recover costs associated with guest and administrative telephone usage. ProfitWatch is the leading call accounting system in hospitality and is used and endorsed by hotels, resorts, spas and convention centers worldwide.

Why is ProfitWatch right for you?

- Speedy notification of revenue loss and emergency phone calls
- Flexible billing options, such as VIP, guest loyalty and convention pricing
- Easy to use system with online help at every screen
- Incoming call reports that allow for call pattern analysis to target marketing campaigns to specific geographic locations
- Enhance revenue generation using flexible surcharge capabilities
- Interfaces with your Property Management System
- Real-time guest call processing and posting
The System

Accurate Call Tracking
ProfitWatch quickly and accurately tracks incoming and outgoing phone calls in real-time while identifying telecom expenses, fraud, emergency 911 calls and alarm conditions. Easy-to-read call volume and trunk usage graphs help you keep your telecom budget on track.

Seamless PMS Integration
ProfitWatch has an optional interface included to connect to most Property Management Systems for immediate posting of calls. No PMS? No problem. ProfitWatch includes checkout options for smaller properties.

Easy To Use
ProfitWatch’s intuitive dashboard is incredibly user friendly. It includes icon navigation buttons for the most popular features, and has an online help screen built-in.

Non Dedicated PC
ProfitWatch operates on a Windows platform and does not require any specialized hardware or a dedicated PC, allowing it to run smoothly alongside existing applications.

Benefits

Increase Guest Satisfaction
Eliminate billing errors, provide special VIP rate discounts, and receive missed wakeup call alerts to ensure your guests are satisfied.

Reduce Expenses
Minimize phone abuse and conduct phone carrier billing audits to eliminate unnecessary charges and billing errors. Set alerts to notify managers of any costly, lengthy or suspicious calling patterns.

Reduce Phone Abuse
Monitor call traffic and identify unauthorized phone usage and phone hacking attempts with sophisticated toll fraud alarms.

Minimize Liability
Be aware if an emergency call is placed anywhere on your property with advanced notifications via email, SMS text, and screen popup. Notifications include location details of the caller and the callback extension to expedite reaction time.

Multi-Site Reporting
Efficiently manage multiple properties or sites on location with centralized reporting of all inbound, outbound, and internal calls, even with varied PBX systems.

Easy to Use, intuitive dashboard with one-click icons.
Alarms

**Screen Pop-up, Text, and Email Alerts**
Receive important alerts via automatic email, SMS text, and screen pop-up delivery. ProfitWatch also uses speech synthesis to announce its alarms. For example, “Alert! The PBX has not transmitted any phone calls for the past 20 minutes.”

**Toll Fraud Alerts**
ProfitWatch’s easy to configure toll fraud alerts will notify you of irregular telephone usage to ensure you are informed of suspicious telephone activity.

**Connectivity Loss Alerts**
Prevent lost revenue due to lost data transmission with ProfitWatch’s status light indicators and alarms.

Reporting

**On-Demand or Automatic Reports**
Generate reports with the click of a button as you need them or schedule frequently used reports for automatic delivery on a daily, weekly, or monthly basis.

**Hotspot Maps**
The unique ProfitWatch maps are used to quickly spot administrative telephone abuse and aid in negotiating lower phone rates to certain regions based on call frequency.

Billing Options

**Guest Markups**
ProfitWatch includes multiple pricing tiers to easily assign any combination of markups and surcharges to any call type using any one of the 25 customizable rate categories. Users customize charges for conference room calls, in-house retail shops or VIP guests, and even add service fees such as A/V equipment rental.

**Advanced Billing Options**
ProfitWatch supports advanced pricing options such as bubble pricing, threshold rates, and timed call pricing. For example, hoteliers may charge 75 cents for the first 20 minutes and 10 cents for every minute thereafter.

**Complimentary Calls**
Enhance VIP and loyalty program satisfaction with ProfitWatch’s complimentary calls feature that allows select guests to make a predetermined amount of free outgoing calls during their stay. Easily track program effectiveness with detailed reports.

**Two Pass Billing**
ProfitWatch determines both the actual cost and the marked-up guest cost of each call, allowing you to closely monitor your actual costs while still using standard, non-discounted rates for guest calls.

**Profitability Reporting**
The ProfitWatch dashboard includes a volume graph so you can see at a glance actual cost and the marked-up guest cost of all calls.

**200+ Report Templates**
ProfitWatch offers a large number of reports, including various filters with drill-down capabilities, allowing for flexible, comprehensive reporting. Pull a custom report, or use one of our over two hundred templates with the click of a button.

**Emergency Call Notifications**
Receive immediate notification via email, SMS, and screen pop-ups when an emergency call has been placed anywhere on the property.

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I would definitely recommend ProfitWatch to other hotels. The straightforward menus make it easy to manage and change things...

– Modi Chami
Trump Towers Toronto

Why Choose a Metropolis Solution?

Exceptional Support 24/7
Metropolis includes one year of support with 24/7 emergency support available with every ProfitWatch license.

Customer Training
Metropolis provides weekly end-user trainings to help customers utilize the benefits of their solution.

Quarterly Updates
Quarterly tariff table, area code, and periodic product updates are available on-demand from the Metropolis website.

Satisfaction Guaranteed
Metropolis Technologies offers an unconditional money-back guarantee. If you are not completely satisfied, simply notify us within the evaluation period for a full refund.