

TANGO E»XTEND

HOSPITALITY USE CASE



Mobile-First Communications for Hospitality Teams

Hospitality teams depend on speed, availability and personal service. Hotels, resorts and serviced accommodation providers rely on staff who are constantly on the move, yet many still use desk phones, DECT systems or consumer-style mobile services that restrict reach and limit control. This use case shows how hospitality organisations use Tango Extend as a universal UC endpoint, replacing fixed phones and app-based clients with a single, mobile-first approach that improves guest experience, reduces costs and keeps every role connected across the property.



At-a-Glance

Role: Front desk, operations and guest services teams

Sector: Hospitality and accommodation services

Solution: Tango Extend as a mobile UC endpoint

Timeline: Weeks, not months, from pilot to rollout

The Challenge

Hospitality staff rarely sit at a desk. Front desk teams move across the property, managers split time between sites, and housekeeping and facilities teams operate almost entirely away from fixed phones. Traditional desk phones and DECT handsets restrict mobility and drive maintenance costs. UC apps promise flexibility but deliver inconsistent call quality and low adoption. Personal mobiles fill the gap, yet create fragmented caller identity, missed calls and limited IT oversight. For guests, this results in slower responses and uneven service. For operators, it leads to higher costs, hardware sprawl and limited visibility into how calls are handled.

Solution Highlights

Native mobile calling with UC control

Desk phone replacement without apps

Rapid eSIM-based deployment

The Solution

Tango Extend turns the mobile phone into the standard communications endpoint for hospitality teams. Extend is added to the existing SIP-based UC platform like any other endpoint, embedding a full business line on a mobile device. Staff use the native dialler to make and receive calls using the hotel's number and identity, while all calls route through the UC platform for call handling, voicemail and reporting.

Deployment is simple. IT provisions users centrally and staff activate their business line by scanning a QR code. There is no app to learn and no change in behaviour. Extend replaces desk phones, DECT systems and app-based clients with one consistent experience that works across the property, between sites and when staff are off premises. It becomes the default desk phone replacement for every role.

The Results

Hospitality operators adopting Tango Extend see immediate operational gains. Staff are easier to reach and guest calls are answered faster, even during peak periods. Retiring desk phones and legacy wireless systems cuts capital and maintenance spend while supporting sustainability goals through fewer devices. Guests interact with a single, recognisable business number, improving trust and experience. IT teams gain central control and insight into call activity without increasing complexity.

Key Results

Faster response to guest enquiries

Reduced hardware and support costs

Consistent brand identity on calls



Exploratory Discovery Questions – For Sales Conversations

Discovery Current Setup

- How do your front desk and service teams handle calls when away from the desk?
- What mix of desk phones, DECT and mobiles do you support today?
- How do guests recognise and return calls from your staff?

Qualification Assessing the Size and Urgency

- How often are guest calls delayed or missed during busy periods?
- What does it cost to maintain fixed phones and on-site wireless systems?
- How many staff rely on personal mobiles for guest communication?

Consequence Exploring Risks and Missed Opportunities

- What is the impact on guest satisfaction when calls go unanswered?
- How does inconsistent caller identity affect brand perception?
- What savings or service improvements could come from retiring desk phones?

Hospitality depends on being available at the right moment. Tango Extend aligns communications with how hospitality teams work today. By replacing fixed phones and app-based clients with a native mobile UC endpoint, organisations simplify operations, improve guest experience and reduce cost and carbon impact. Extend delivers reliable, high-quality calling and becomes the standard endpoint for every worker, in every role, across every property.

Learn More

Visit **tango-networks.com** or contact your local Tango Extend partner for a personalised demonstration.



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