



Travel Industry



- [Cloud communications \(with 50+ features\)](#) mean one phone number, always available service, and the ability to keep working over your remote devices (All-inclusive package).
- Your Norstar Unified Communications phone number works on your desk phone, mobile phone, and tablet. No need to give out more than one number anymore or manage multiple voicemail boxes.
- Office receptionists can manage and route incoming calls for a work group or the whole office. Or your office can rely on an [automated receptionist](#) (auto attendant).
- Calls transferred from the office receptionist will reach the intended agent or broker, anywhere, on their choice of device
- Voicemail is delivered to your email inbox. Listen to the audio recording or read through the transcribed text.
- [Norstar Hosted Exchange Email](#) syncs with your mobile device, so you can respond to work messages wherever you are.
- Hear your clients clearly with superior voice call quality. Everyday interactions with clients and business partners are made simpler with powerful Hosted Voice [calling features](#).
- Use reliable Norstar [Business Internet](#) and [Managed Security](#) to keep your offices online, securely. Easily share property information and photos, or contracts between locations.
- Get secure **Hosted Email** without the hassle of managing an on-site server. 50GB Inbox syncs with your device. Affordable monthly pricing and 100% uptime guarantees and SLA's.
- Predict costs with an affordable monthly fee per user.
- Multi-office, flexible solutions are our forte. Scale service up or down as your needs change. And, connect all your locations securely with [Managed Network, VPN, Firewall, and Security](#).
- Bundle and save. Combine business solutions such as [Phones, Unified Communications, Internet, and Cloud IT](#) for efficiency and cost savings, all available from Norstar.
- Personalize Travel showings. Give remote clients a live, in-person video tour. Or review online accommodation listings with clients via conference call by sharing your screen. IM with colleagues regarding contract details. You can do all this and more with [Norstar UC-One](#). Its five real-time collaboration tools in one easy-to-use app, available across devices.
- Create custom extensions for every single employee and agent working for your office at no extra charge.
- Extension-to-Extension Calling from across your office to across the country.
- Our superior service means you can offer the same. We back our service with personalized account management for life; service uptime guarantees; and 24/7 support.

- Call jump: This feature transfers the call seamlessly from your office to your mobile phone (and back) without the caller even noticing.
- Never miss out on closing a deal because of scheduling conflicts or your inability to meet with clients. Provide the same personalized service by meeting face-to-face instantly from wherever you are.
- Norstar offers a range of voice, data, networking and security services, backed by service uptime guarantees and round-the-clock support.
- Setting up your travel agency's phone system is quick, easy, and incredibly affordable with Norstar. Every business phone line includes advanced call management features like IVR, call recording, call routing, call forwarding, voicemail transcription and many more (over 50 features).

Affordable Pricing

- **UNLIMITED CALLING US, CANADA & PUERTO RICO.**
- A plan for every budget. Hosted Voice customers typically save 30% to 50% compared to traditional phone systems.



- **Norstar Desktop is a powerful collaboration tool that combines all of your business communications in to a simple and easy to use application. Norstar Desktop provides:**

- Internal Instant Messaging
- Personal Presence

- Audio Conferencing
- Unified Communications

- Integrated Softphone
- Call Control

- Video calling

Here are some important voice features for Travel agency firms:

- **Simultaneous ring:** One feature lets agents have calls ring to their desk and their mobile phone simultaneously – so they are always within reach of a calling customer. Best of all, clients only have to remember one phone number.
- **Call jump:** This feature transfers the call seamlessly from your office to your mobile phone (and back) without the caller even noticing.
- **Voicemail with notification management:** If agents happen to miss a call, they can receive an email transcription of any voice mails so they can more easily follow up with every caller.
- **Share documents easily.** Access documents from your phone via Norstar UC-One mobile solutions.
- **Optimize your voicemail** with one client, but need to check on another? Visual Voicemail transcribes that urgent message and sends it to your email on your smartphone. Simplify your contact information.
- **Visual Voicemail** transcribes that urgent message and sends it to your email on your smartphone.
- **Norstar UC-One** provides reliable online conferencing with enterprise-grade features.
- **Impress your clients with video conferencing.** Dial in to a video conference bridge from your desktop, web browser, smartphone, or tablet. That means you can call in for video conferencing, on the fly at anytime.
- Your Norstar UC-One Unified Communications phone number works on your desk phone, mobile phone, and tablet. No need to give out more than one number anymore, or manage multiple voicemail boxes.
- Voicemail is delivered to your email inbox. Listen to the audio recording or read through the transcribed text.
- Optimize your customer service communication with our Cloud Contact Center. Moving your contact center to the cloud gives you a solution that uses predictive analytics to lower operating costs and improve business performance and customer interactions over voice, email and chat.

By working with a single provider, you can simplify—and lower costs for security, compliance and business communications.

• 24/7/365 SUPPORT



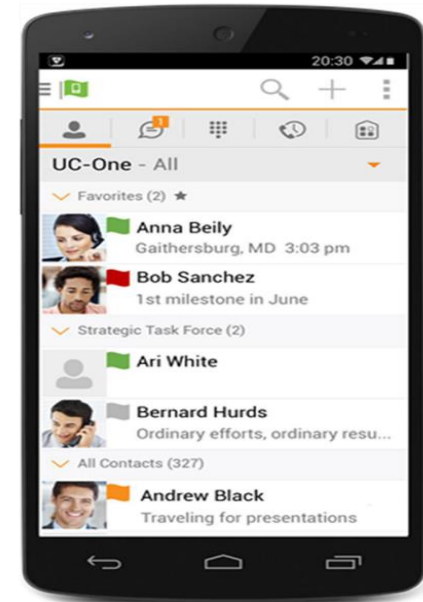
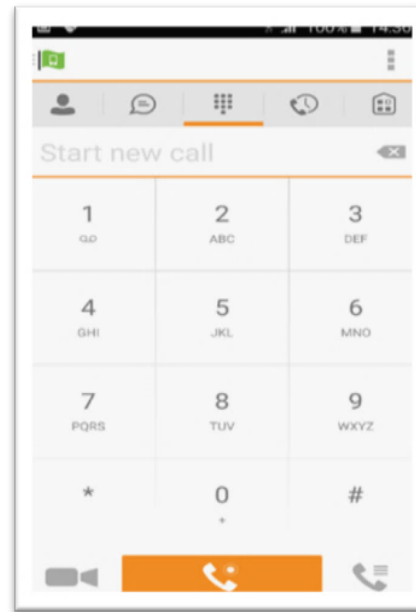
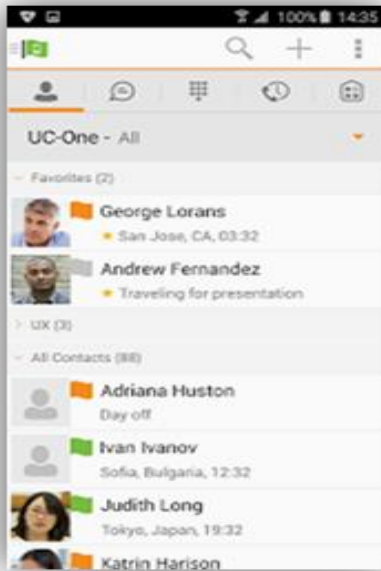
24/7 troubleshooting and issue resolution with US based customer support.

• Mobile Applications



Empower agents to produce results using mobile-ready cloud collaboration tools. Your employees are constantly moving around, but Norstar makes it easy to reach them from one phone number and allows them to access all their pertinent information from anywhere.

- Norstar UC-One Mobile allows you to connect to coworkers and clients from your mobile devices. With the Norstar UC-One mobile application, you have the power of your entire business phone system in the palm of your hand.
- Norstar Cloud provides full video communication from our Video Phones, Video on the Desktop and Video on your mobile devices. Video calling is a default standard on the Norstar Cloud platform and it even supports Video Voicemail.
- Send and receive messages tagged with client data. Seamlessly access calling and secure texting from within Norstar mobile apps. And much more.



Mobile caller ID matches office phone identity

- Use your business phone number from your cell phone.
- Switch from Wi-Fi to your cellular network in times of bad connectivity.
- Send and receive business SMS
- Use internal instant messaging
- View personal presence
- Access voicemail
- Check call logs

Empower agents to produce results using mobile-ready cloud collaboration tools.

- Norstar's Travel Industry technologies can help:
 - Phone calls track you anywhere you go with the Softphone app, Visual Messaging and a range of call forwarding options.
 - Avoid the huge capital expense of a PBX, while significantly lowering your phone costs.

- Customizable Internet options that range from 3Mbps to 100Gbps.
- Maintain operations after an unexpected disaster.
- Work with a single provider for all your Voice, Internet and Cloud solutions.
- **Mobility and Ease of Access** – Working remotely requires business phone solutions that enable anytime, anywhere connectedness. It's the perfect scenario for cloud-based Voice service. Norstar can help Travel Industry firms implement a Hosted PBX solution that uses special features and call clarity to ensure your remote workers never miss an important call. Norstar Mobile App enables your agents to use their tablet or smartphone to access business contacts, make calls, send texts, receive faxes, join conference calls, share files, check voicemail, and start video meetings.



SIP Trunking / VoIP

Consolidate Voice & Data with Business Class SIP Trunking.

Bring together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity, and reduce costs. SIP Trunks are significantly less expensive than traditional analog lines and PRIs.





Internet & Data

Meet demand for fast, reliable Internet access from anywhere. That's why organizations large and small count on our fast and low-latency network to deliver data at speeds from 5 Mbps up to 100Gbps. Securely and reliably connect all of your properties whether across the street or the country.



Managed Network Security

Prevent an ever-growing list of innovative attacks from affecting your business and ensuring increased productivity, cost savings, and a reputation of impenetrable security. We live in a new world where hackers and cybercriminals can effectively derail an entire organization. Ensuring security for your organization and your clients is of critical importance. Our comprehensive security solutions allow you to achieve that safety. Firewalls, intrusion prevention/detection, encrypted communication, and virtual private networks are all tools which we don't hesitate to use and recommend for your complete security. However, no matter how effective a tool may be, it must be handled correctly. This is where our expertise really comes into play. We have an experienced and knowledgeable team, that is ready to act at the shortest notice in order to keep the data flow flowing. We believe in fast response, competence and accountability and we don't hesitate to assume these roles.



DATA CENTER SERVICES

Physically secure, scalable space to support your disaster recovery as well as computing, storage and other IT equipment. When you collocate your servers at Norstar's certified facilities, you will enjoy the following benefits:

- High-speed, redundant connectivity for super-fast access to client data.
- Greater security and enhanced performance over hosting at your location.
- Total control over your servers with 24/7 key card access.

- Optional managed services that allow you to reduce IT support costs.

NETWORK SERVICES



We can help you protect against outages, increase speed, and save money for all of your internet needs. We provide [data connectivity solutions](#) that are tailored to fit your institution's needs. Our secure and highly scalable networks provide on-demand access to data and can connect multiple locations and buildings with a reliable connection. Our GigE+ Fiber Optic Network can provide you with the data connectivity you need to reach your goals and stay connected. Norstar has been developing privatized, secure voice and data networks for the Travel industry since 1997. You can rest assured your company's data and your network are well protected. We can help you find the best ways to connect your locations together, using copper, coax, fiber, and/or wireless connections.

SECURITY SERVICES



Risk mitigation through improved cyber security practices. We're committed to protecting the privacy of your data and making sure you control how and where it's used. Our comprehensive security solutions allow you to achieve that safety. Firewalls, intrusion prevention/detection, encrypted communication, and virtual private networks are all tools which we don't hesitate to use and recommend for your complete security. However, no matter how effective a tool may be, it must be handled correctly. This is where our expertise really comes into play. We have an experienced and knowledgeable team, that is ready to act at the shortest notice in order to keep the data flow flowing. We believe in fast response, competence and accountability and we don't hesitate to assume these roles. Our custom build infrastructures give you peace of mind that we build for an IT environment, including redundant systems, back-up services, etc.

BACKUP & DISASTER RECOVERY



Business grade backup, disaster recovery and business continuity solutions. Our business continuity planning is crucial to travel industry firms; we ensure all of your data, documents, contacts and applications are backed up so

that hardware issues, data breaches, or other IT issues don't lead to downtime. No matter what disaster hits, you'll have everything you need to continue working on your cases.

The biggest names in Travel industry rely on Norstar for seamless communication with maximum mobility.

- **Hosted PBX**
 - **Ethernet**
 - **MPLS**
- Office365**
- Dedicated Internet**
- Audio & Video Conferencing**
- Hosted Exchange**
- Fax Mail**

Norstar offers a full range of voice, data, networking and security services, backed by service uptime guarantees and round-the-clock support.

[*Click Here For a Quote*](#)

Call Customer Service 1-888-755-4589