

UP

CASE STUDY

Hospitality

“We have already seen a growth in the number of positive reviews on TripAdvisor, commending us on the high level of customer service we provide. I have no doubt that this is a result of the improved communications we now have in place around the hotel thanks to the iPECS.”

Steven Lee, General Manager



CASE STUDY



The Customer

The Royal Victoria built in 1865, is a hotel based at the foot of Mt Snowdon in Wales. The hotel has 106 rooms and over 30 acres of picturesque grounds.

The Challenge

The hotel required a modern communications solution to help improve their business efficiency and service to guests:

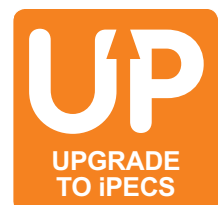
- Call logging to help monitor business performance and control costs
- Enable staff on the move such as night porters to always be contactable
- Connect the hotel's 75 employees
- Improve guest Wi-Fi internet access
- Reduce spending on line rental and call charges

The Solution

- iPECS 600 solution, driving productive and efficient working regardless of location or device
- 20 digital extensions throughout the hotel to keep staff connected
- 106 analogue extensions throughout guest rooms
- SIP lines
- Enhance mobility for night porters via mobile twinning

The Benefits

- The UCP600 offered a cost effective, feature-rich, SIP-connected solution.
- It allows the hotel to retain their existing legacy infrastructure, blending their current analogue technology with IP and SIP.
- iPECS is reliable and resilient, combined with remote and on-site engineering support, ensures complete peace of mind.
- SIP connectivity provides significant savings on line rental and call charges, as well as providing flexibility and business continuity.



**Contact us today for more information on
how we can help your business.**

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