



United Kingdom Hotels

With hotels across major brands, each hotel represents a unique property, offering an upscale, contemporary, and exceptional guest experience. Excellent communications is an essential element in delivering the superior services that these hotel guests expect.

THE CHALLENGE

The customer had a variety of vendor PBXs throughout the organisation, making communications operationally difficult and expensive to manage. Inter-hotel staff communications needed to be improved to maintain the high standard of service the hotels offer to their guests.

It also was important for the customer to maintain the investment they had made in their analogue handsets.

Requirements for a new communications platform included improved reliability, better cost control, and enhanced communications throughout the hotel group.

THE ALE SOLUTION

The Alcatel-Lucent Enterprise solution enabled the customer to centralise their individual, on premises PBXs into a single private cloud solution, which enhanced all communications including multi-site, provided simplified management, and reduced the Total Cost of Ownership (TCO).

The [Alcatel-Lucent Omni PCX® Enterprise Communications Server](#) solution was selected for the two Data Centres for redundancy, with Media Gateways on every site to provide analogue connectivity.

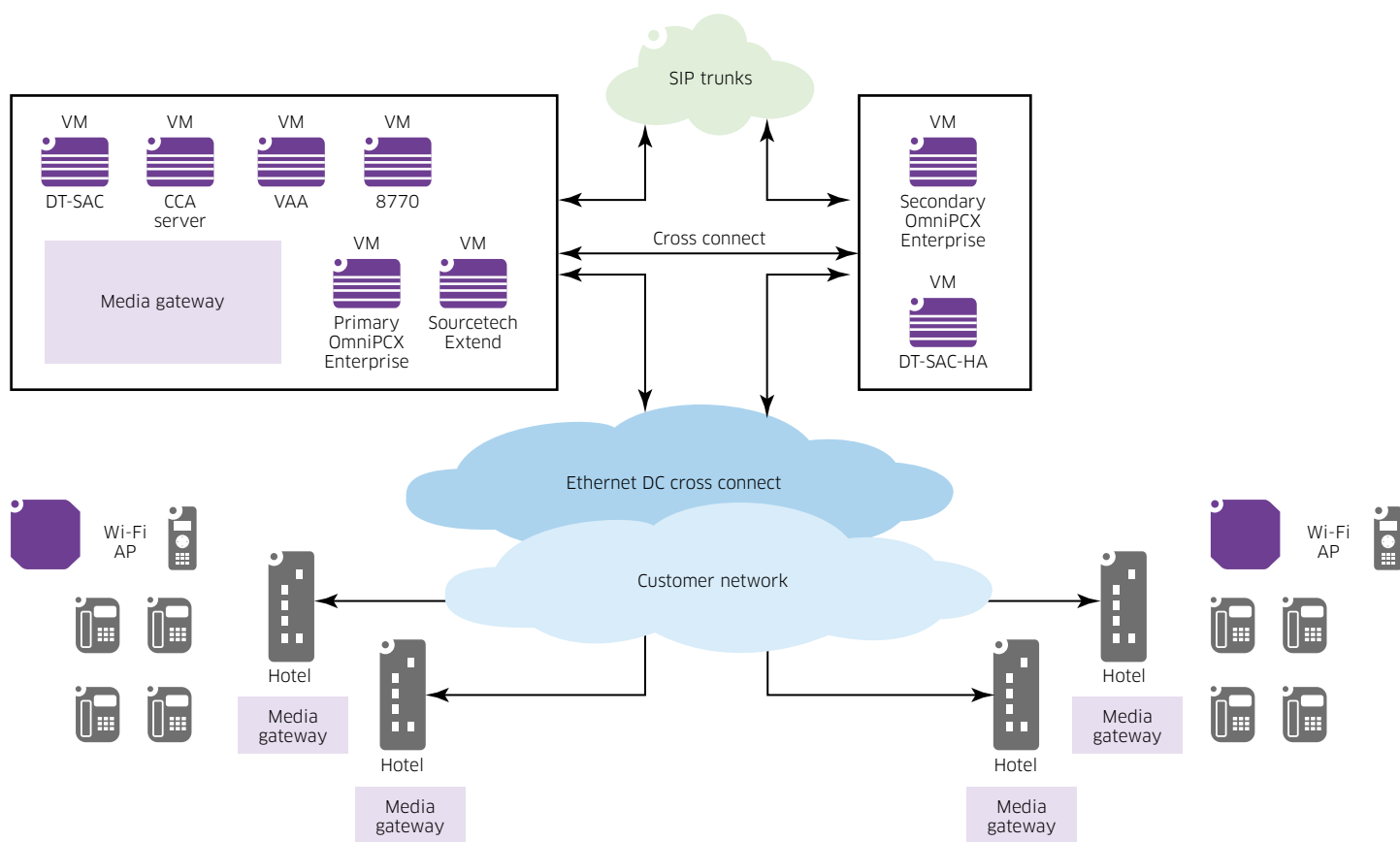
The [Alcatel-Lucent OpenTouch® Session Border Controller](#) enabled consolidation of ISDN into a resilient SIP PSTN solution.

The [Alcatel-Lucent Visual Automated Attendant](#) fronts all inbound calls and is programmed for each of the hotels individual requirements. This includes:

- SourceTech integration into the PMS solutions at each site
- [Alcatel-Lucent OmniTouch® Contact Center Standard Edition](#) to take bookings at a centralised call centre (CC). CC Agent module for homeworking agents.
- IP and VOWLAN handsets for staff in service areas
- Analogue handsets in guest rooms
- Moxa Box integration into fire alarm panels at each hotel to ring phones to alert of a fire

KEY BENEFITS

- Redundant reliable, high performance communications solution
- Enhanced group-wide communications
- Centralised management in the cloud
- Operational efficiency
- Geographical redundancy
- Analogue connectivity
- Flexible contact centre working in office or at home
- High capacity, flexible easy-to-configure Auto Attendant
- Integration with different devices and platforms



Hospitality Use Case

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