

# Hybrid IP communication solution for Hotel modernization

 Less than 100 Ext. |  Hospitality |  iPECS eMG800 |  One Shot Recoletos Hotel



## About the client

One Shot Recoletos 04 is a 4-star boutique hotel located in the exclusive Salamanca district of Madrid, between the Puerta de Alcalá and the Paseo de Recoletos. While the interior provides the presence of works of art, furniture and pieces of contemporary design, creating a classic hotel atmosphere, the hotel business still needed to invest in a communication solution to successfully modernize the facility and to have the ability to grow with the future.

[www.oneshot-hotels.com](http://www.oneshot-hotels.com)

## Summary

One Shot hotel has a theme of art, with photography, which also is represented by where the hotel is located. They own and operate multiple hotels. In this case study the iPECS solution was deployed in their Madrid hotel 'One Shot, Recoletos 04' for their modernization project. The hotel at Madrid was deployed with iPECS analogue phones in the guest rooms and digital phones in the reception area. With the mobility features provided by iPECS UCS and hotel management being done through software solutions integrated to their communication solution, it brings a full unified communication experience to the business.

## Challenge

As a growing business, the client asked for the flexibility to be able to expand its communication capacity. With the reception desk and guest rooms expecting incremental growth, During the total modernization project One shot hotel needed to include doing their communication system. By keeping the existing analogue telephones sets while adding digital and IP phones to the reception and office areas the client also required a powerful solution that supports Hybrid/IP communications and that can be connected to the hotel management software solution such as CHAR and Fidelio.

## Products

### Platform

- iPECS eMG800

### Terminal

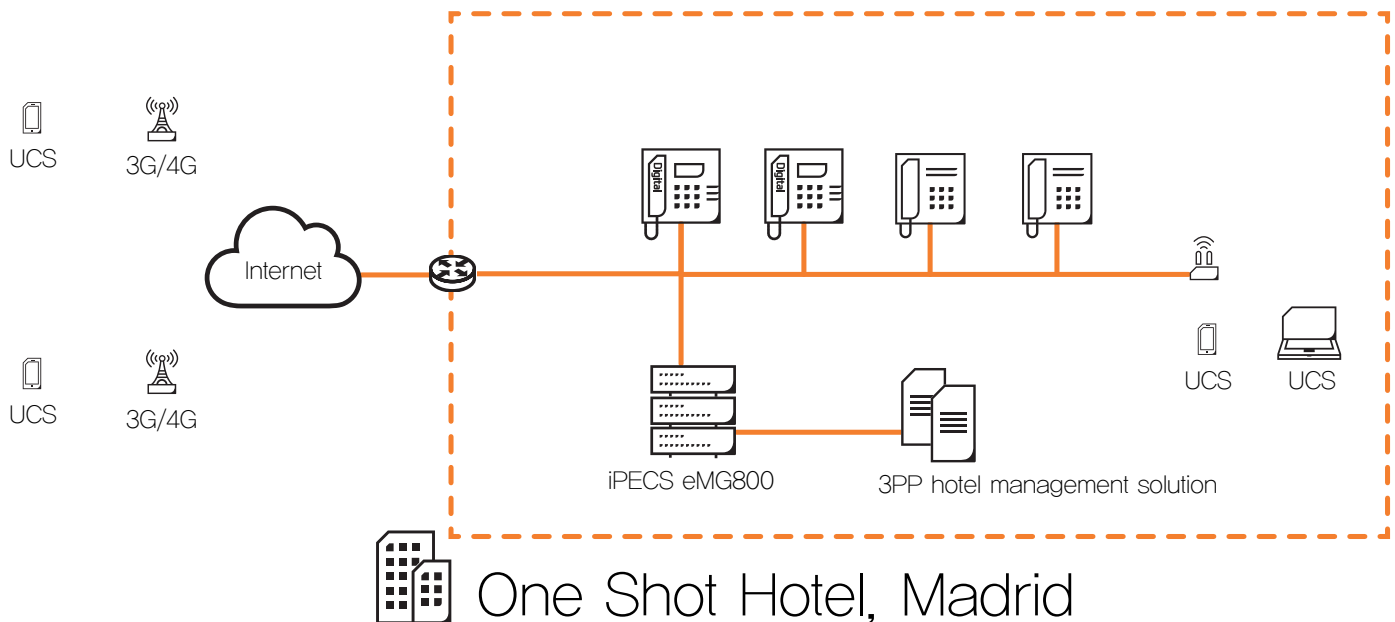
- LDP-9224D
- LKA-200

### Application

- iPECS UCS client
- Char and Fidelio integration



## Hotel Digital transformation with iPECS solution



### Solution

- iPECS eMG800 was installed for the hybrid IP infrastructure solution.
- iPECS Analogue phones and Digital Phones are deployed for reception and guest rooms.
- iPECS UCS is installed for mobility seamlessly integrating business communications.
- Hotel management software such as CHAR and Fidelio integration to iPECS Solutions

### Benefits

Thanks to the iPECS solution, their business communications are now centralized and organized for the customer's hotel business. Having the Hybrid/IP infrastructure to the existing analogue wired environment gives instant benefits to reducing the cost of investment since the installation process will only require reorganization of the existing to the new technology. With this infrastructure applied, the business is now open to digital transformation. All the telephones including the mobile devices which gives mobility to the workforce are connected to the central management solution that is operated and managed on their computers. It also gives them the benefits of easy scalability if one is in need of business expansion.