

Smart Choice for Hotel PMS Integration, iPECS eMG800

iPECS
Your Communications Solution



About the client

Hampton by Hilton Montevideo Carrasco Hotel in Uruguay is located just five minutes from Carrasco International Airport and within walking distance to the Punta Cala Meeting Center.

It has 117 rooms of 30 square meters and suites of 60 square meters. The target audience is mostly corporate, with Carrasco Airport as an ally and focusing on synergy with business events.

www.hamptoninn3.hilton.com

Summary

Hampton by Hilton Montevideo Carrasco Hotel major concerns were about maintaining its international customer service standards, and the integration of their telephone system with the OPERA system (3rd Party Local PMS system). At the same time, there were concerns about having an additional PMS (iPECS Attendant Hotel) that would allow it to make changes that are reflected in the OPERA system and continuing to provide a high quality of customer service through more efficient hotel features.

Because Hilton standards require integration with its Fidelio OPERA based management system, they were looking for the communication platform which would provide the highest flexibility to integrate with their Hotel PMS system. Ericsson-LG Enterprise's iPECS Smart Hotel Solution based on iPECS eMG800 was chosen as a complete solution to meet their needs.

Challenge

- System capacity ready for double room number expansion
- Full integration with Fidelio OPERA
- More efficient hotel features to improve customer service by additional hotel PMS system
- Control of rooms dedicated to events
- SIP Trunk PSTN

Products

System

- iPECS eMG800
- Fidelio PMS interface license

Terminal

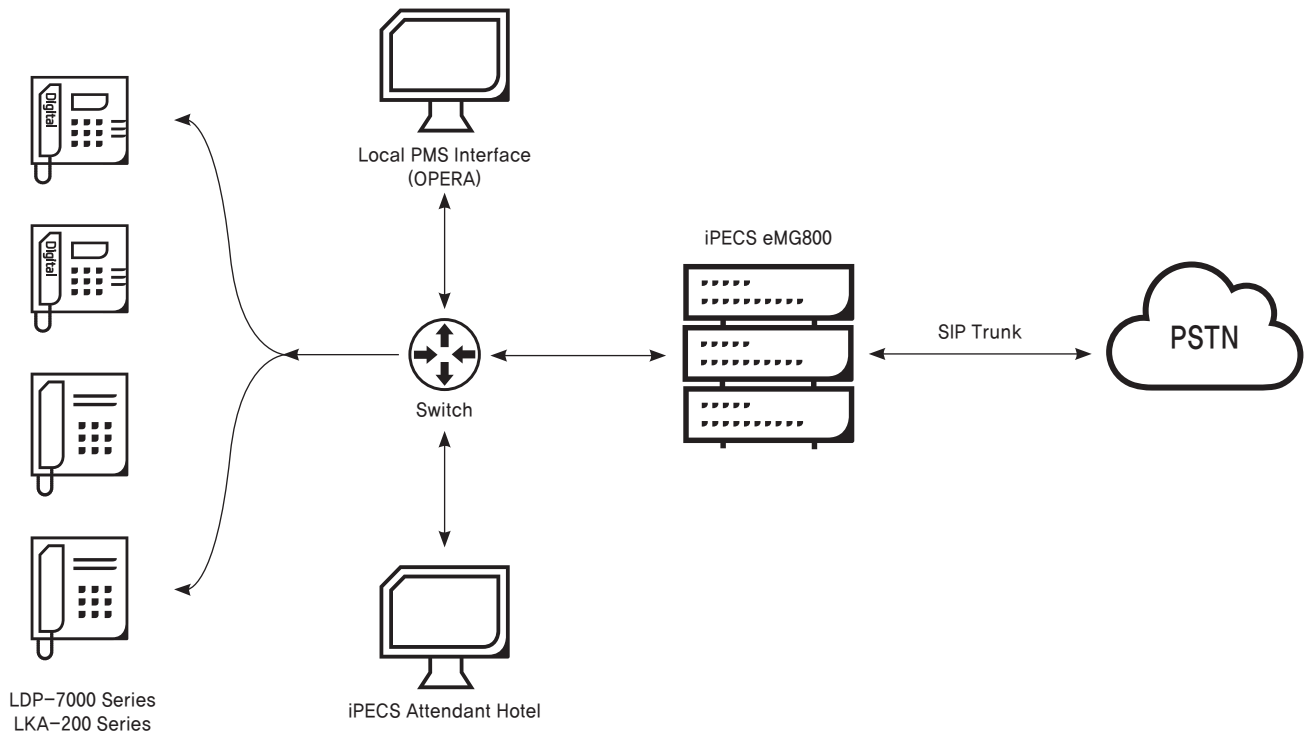
- iPECS LDP-7000 Series
- iPECS LKA-200 Series

Application

- Integration with Local PMS (OPERA)
- iPECS Attendant Hotel



Utilizing iPECS Technology for an Optimal Hotel Service



Solution

iPECS eMG800 is an optimized communication platform which has flexible IP converged capabilities, unified communications, ease of use, mobility, single management, scalability, reliability and cost effectiveness. iPECS eMG800 was a great choice for the Hampton by Hilton Montevideo Carrasco Hotel since they were searching for a system with UC features and tight integration to their OPERA system providing the very best customer services.

- iPECS eMG800 – 250 ports include hotel license
- Integrated to OPERA system
- Integrated with iPECS PMS software, iPECS Attendant Hotel
- System that can allocate cost to calls
- Local partner supports (Installation, setting, programing and maintenance)

Benefits

- Hotel staff works and communicates more efficiently, which in turn provides guests with the best possible quality of service
- Simple and easy integration to help streamline processes with the OPERA system
- With the iPECS eMG800 the hotel has access to multiple facilities and features without complicated integrations and higher costs