

iPECS Hospitality Solution with Collaboration Applications

iPECS
Your Communications Solution

 Under 100 Ext. |  Hotel |  iPECS UCP |  The Hydro Hotel



About the client

The Hydro Hotel is an elegant victorian hotel with views over Lake Windermere in Cumbria.

The hotel offers over 80 bedrooms, leisure facilities and a conference centre catering to 200 delegates.

The hotel employs over 50 members of staff. It is part of a chain of 3 sister hotels.

www.thehydro.co.uk

Summary

iPECS unified communications technology has helped bring this century-old hotel in to the modern day and speed up key processes through better collaboration, reporting and mobility.

Challenge

The Hydro Hotel was going through the process of major refurbishment and was looking for a new communications solution that could overhaul their everyday processes, including:

- Improving efficiency – with their existing system, the simplest tasks were taking far too long to complete.
- Making it quicker and easier for staff to communicate and collaborate internally.
- The ability to record calls or see where calls had been missed. The hotel had identified that business was being lost through missed calls or calls not being answered due to all lines being in use.
- Increase margin through more direct bookings secured through web or phone enquiries.

Products

System

- iPECS UCP 600

Terminal

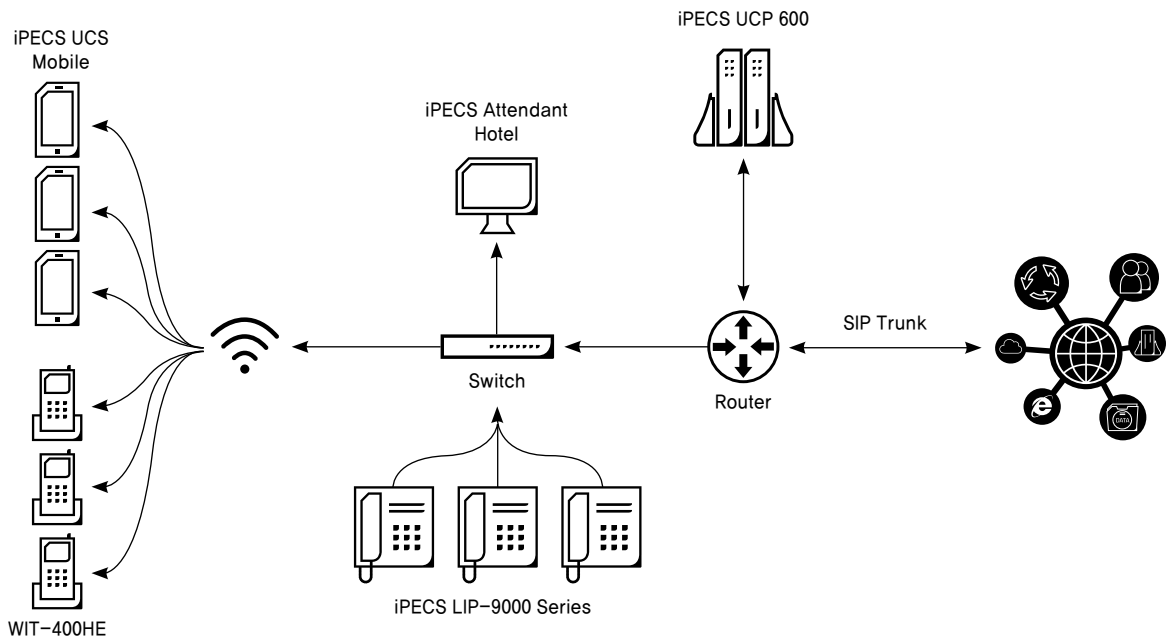
- LIP-9000 Series
- WIT-400HE

Application

- iPECS UCS Mobile client
- iPECS Attendant Hotel



Utilizing UC Technology to Improve Business Efficiency



Solution

An iPECS UCP was recommended to the Hotel by the reseller as it would best meet their communications needs:

- An iPECS UCP 600 was deployed in addition to full Cat 5 cabling.
- 86 extensions were placed in guest bedrooms and 6 in the conference rooms. Eight IP Phones were also installed around the hotel complex to allow staff to be contacted at designated communication points.
- Call recording means that management can record and log customer calls for future reference and call back.
- Ten Wi-Fi handsets give night porters roaming access to communications
- The iPECS UCS mobile application provides key members of staff such as the General Manager access to key communications while on the move.

Benefits

The iPECS solution has enabled the Hotel staff to work more efficiently and communicate better, which in turn has led to better and faster guest service. The iPECS provided simple and easy integration with the Hotel's PMS software, Guestline, to help streamline processes.

The iPECS' Hospitality Console helps the Front of House team with faster processing of key activities such as guest check-in and room status which have led to direct improvements in guest satisfaction and cost reduction.

The General Manager can now operate the Hydro Hotel and its sister hotel, the Samlesburyin Preston, using the iPECS UCS mobile application on his smart phone, reducing the need for unnecessary travel and expensive call charges.