

Integration of Local Hotel PMS with iPECS eMG800



450 Ext.



Hotel



iPECS eMG800



Adi Mulia Hotel



About the client

Adi Mulia Hotel Medan is centrally located in the heart of Medan – North Sumatera, the hotel is crafted to deliver the utmost definition of luxury, a promise to deliver breathtaking moments beyond compare.

- Adi Mulia Hotel is 5 Star Hotel
- The Biggest Hotel in Medan City
- 350 Guest Rooms
- International Restaurant Tenant
- Ball Rooms & Convention Hall

www.adimuliahotel.com

Summary

Adi Mulia Hotel which has 350 guest rooms, needed to upgrade their network for providing a high quality of customer service. In addition, they considered UC and Mobility solutions to improve productivity for their staffs.

Adi Mulia chose Ericsson–LG Enterprise’s Smart Hotel Solution as a complete solution to meet their needs. Local PMS is integrated to maintain staffs’ UX based on iPECS eMG800 system. To further fulfill Adi Mulia’s needs, we implemented a iPECS UCS for UC & Mobility solution with iPECS Attendant for easy room/guest operation on central system.

Challenge

Adi Mulia Hotel was highly concerned with improving their level of customer care, such as replacing an existing management platform and refreshing the desk phones in all guest rooms. With this project, replacing the existing platform was essential along with additional requirements from Adi Mulia Hotel as listed below.

- System capacity ready for double room number expansion
- Tight integration with Local PMS
- One digit dial for hotel service management
- Customize guest rooms phone template
- Triple SLT parallel extension

Products

System

- iPECS eMG800

Terminal

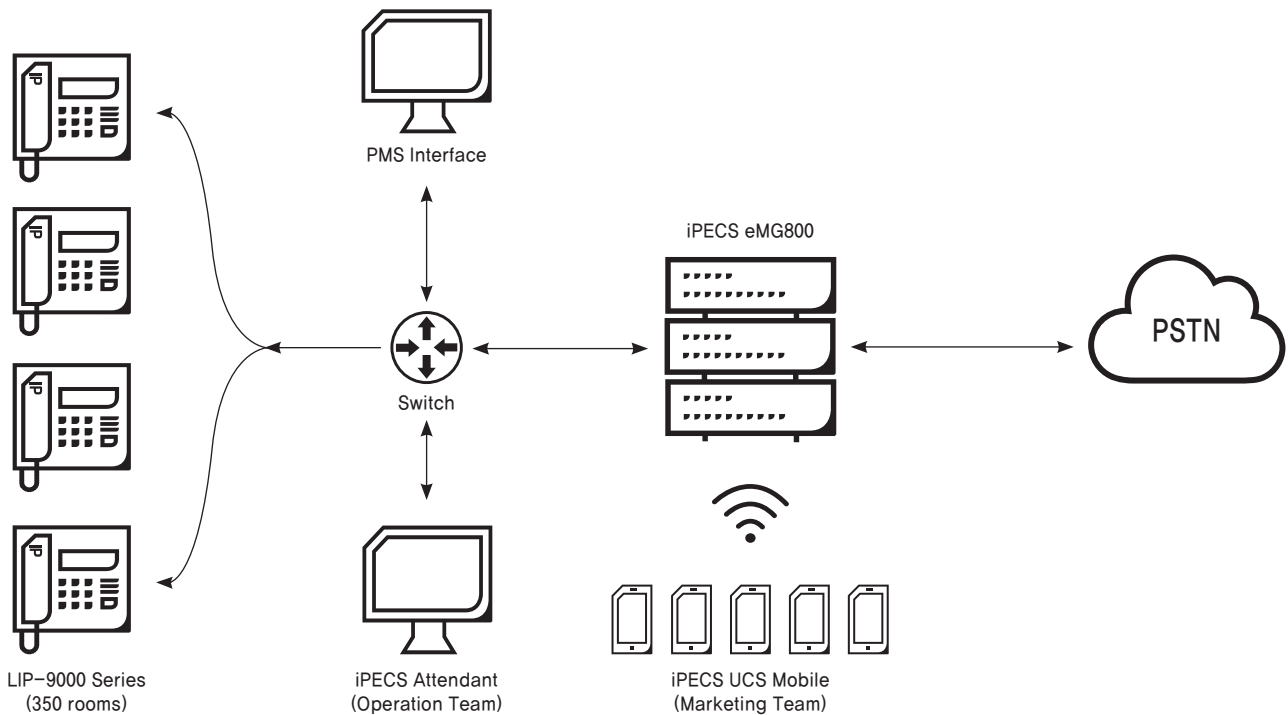
- iPECS LIP–9000 Series

Application

- iPECS UCS Mobile Client
- iPECS Attendant Office
- Integration with Local PMS



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 hotel since they were searching for a UC, mobility solution with tight integration with the local PMS to provide the very best customer service.

- An iPECS eMG800 450 ports include hotel license
- Single digit dial for hotel management service
- Integrated to Local PMS software
- Triple parallel extension for deskphone, bedphone and bathroom phone
- iPECS UCS mobile for Marketing team
- Guest and lobby phone customize template
- Local partner for installation, setting, programming and maintenance

Benefits

- Hotel staff work more efficiently and communicate better, which in turn has led to better and faster guest service
- Simple and easy integration with the Local Hotel's PMS software, Guestline, to help streamline processes
- The iPECS Attendant helps Operator team with faster processing of key activities incoming call to internal extension
- The general manager and the Marketing team can improve their performance using iPECS UCS on their smart phone
- Reducing the need for unnecessary travel and expensive call charges
- Triple extension parallel reducing the total number of ports needed
- Guest rooms personalized with the hotel customize template