

iPECS for a complete Hotel Communications Solution

iPECS
Your Communications Solution



100 – 300 Ext.



Hospitality



UCP

SAVOY
COLOGNE

Savoy Cologne



About the client

Savoy hotel, located at Cologne, Germany, has 100 guest rooms and suites with whirlpools, 48 full service apartments, 7,000 sqf spa with organic sauna, 1,300 sqf gym, and a Sky lounge bar and restaurant. 24 hour reception desk and valet parking services are provided.

The hotels theme is to give a luxurious experience with a classic atmosphere.

<https://www.savoy.de/>

Summary

Savoy hotel deployed iPECS UCP600 with redundancy for its reliability. The hotel suites were equipped with LIP-9000 series handsets, and GDC-800H handsets are provided to staff for mobility within the facility. iPECS UCS solution gave integrated seamless communications to all devices within the workforce allowing them to use the UCS functions. The Fidelio PMS, hotel management software was integrated smoothly into the iPECS solution, which had positive impact on winning the customer's choice to go with the iPECS solution.

Challenge

Savoy hotel Cologne with 24 hours of non-stop operation protocol and accommodations running at capacity, communication system failures were unacceptable in the service business, so redundancy backup was required. The hotel already had SLT's installed and wanted to utilize it along with newer solutions. Their employees needed to have mobility to conduct their duties during work hours. Fidelio PMS the Hotel management service was already in place so the new UC vendor they wanted had to be capable of integrating the PMS solution and meeting all of the customer's needs all together.

Products

Platform

- iPECS UCP600

Terminal

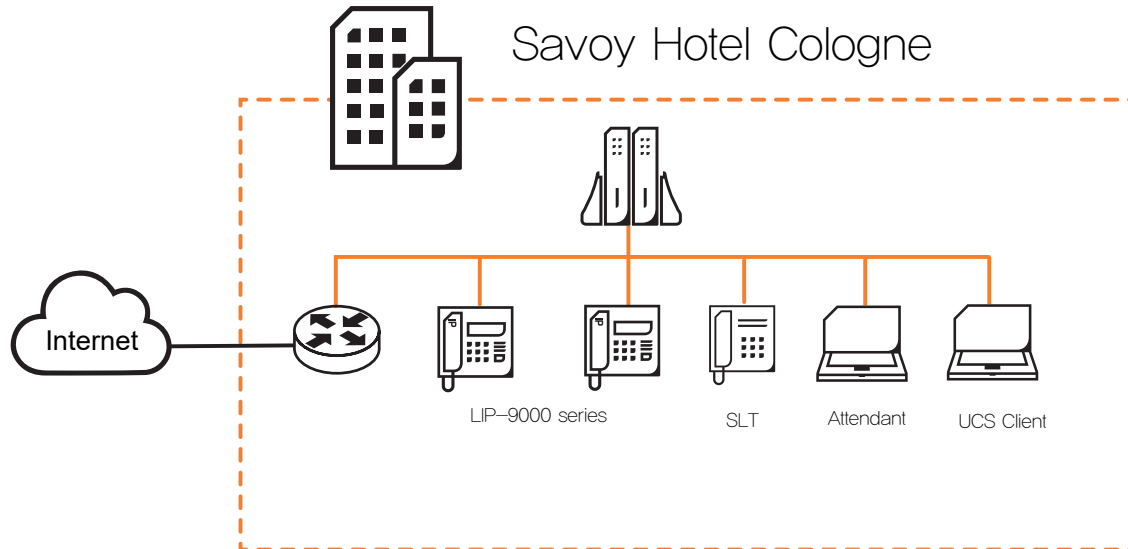
- LIP-9000 Series
- GDC-800H

Application

- iPECS UCS Client
- Fidelio PMS integration



Ultimate Flexibility & High Available Solution



Solution

- Deployed iPECS UCP600 at Savoy Hotel in Cologne, Germany with redundancy for reliability.
- LIP-9000 series and SLTM devices are installed on the network.
- GDC-800H handsets are provided to the hotel staff for mobility while working.
- iPECS UCS clients are used to communicate with and manage hotel workers.
- The Fidelio PMS integration with the iPECS communication solution completes the hotel management system.

Benefits

With the iPECS UCP systems, the Savoy Hotel in Cologne now has a highly available communication system with which the guests and staff can communicate reliably. The employees have flexibility using GDC-800H system, and the back office is equipped with the LIP-9040. For premium suite rooms the LIP-9071 video terminals are installed. UCS clients are provided for seamless integrations. The iPECS IP PMS interface rounds off the solution, allowing the telecommunication solution and the software application to map all processes.