

iPECS delivers complete end to end solution

About the client

The Land & Golf Hotel Stromberg opened in 1991 and since then has gone through multiple renovations and improvements to meet the standards of a 4-star hotel. The hotel comprises 153 comfort and convenience plus rooms, 10 junior suites, 6 country house suites, 3 superior suites and 1 loggia suite. There is also a 2600 SQM spa area, an indoor pool and an outdoor pool. The hotel has an 18-hole (par 69) golf course. The hotel also has an excellent restaurants and fitness center. But the telephony system was outdated and required a totally new replacement.

Summary

The Land & Golf Hotel Stromberg's old telephony system was over 15 years old and no longer met the standards of a modern hotel. With the latest updates in telecommunications requirements for the hotel industry, this had to be replaced to be more competitive.

The hotel rooms previously had analogue terminals, cordless and corded. The client requested all rooms be upgraded to new terminal devices using Digital and IP telephony were possible. They also required computer-aided telephone solution at the front desk to provide guest with the best quality call management.

Challenge

Although the client wanted to go full state of the art, the infrastructure brought cost issues to support a full IP solution. The resolution was for a more realistic and cost-effective hybrid telephony system, supporting both digital and IP.

While supporting both technologies, it had to provide mobility support as well as full integration with the hotel management solution and the entire communication system.

Product

Platform

- iPECS eMG800

Application

- iPECS Attendant

Terminal

- LIP-9000 series
- LDP-9200 series
- GDC-800H



100 – 300 Ext.



Hospitality



iPECS eMG800

LAND & GOLF HOTEL
STROMBERG 

Land & Golf
Hotel
Stromberg

Land & Golf Hotel Stromberg

"Thanks to iPECS attendant, work at the hotel head office has become easier."

– The chief manager of the Land and Golf Hotel Stromberg

Solution

- iPECS eMG800 for digital and IP hybrid system
- Mobility solution was provided using the iPECS DECT providing full access anywhere in the building
- The guest rooms had digital telephones, the LDP-9200 series installed for improving customer services
- Hotel offices including the front desk had been provided with IP telephones, the LIP-9000 series
- The hotel management solution had been computer aided with iPECS Attendant hotel solution

Benefits

All service staff now carry a GDC-800H DECT handset, therefore the entire hotel is now available 24/7 with full mobility support through telephone service. Room services, kitchen, adjoining rooms all easily reachable with organized contacts. The status of rooms' and availability are managed by the iPECS Attendant, a computer aided hotel solution for seamless customer support.

- Reliable and stable communication system that are at the center of the client's main business activities
- iPECS Attendant made hotel management organized and functional
- Mobility through DECT handsets provides seamless customer support
- Organized workforce with the ease and ability to contact through iPECS solution improved user satisfaction significantly
- The hybrid platform that has centralized the communication solution provided a great impact and cost-effectiveness