

Solution for Hotel renovations requiring hybrid communications

About the client

Located in Marrakech, 10km from Bahia Palace, El Oliver Palace hotel provides fully air conditioned guest suites, with 24 hours front desk service, airport transfers, room services and free Wi-Fi.

The Hotel has 120 rooms 5 star quality rooms completely renovated to meet the modern standards that guarantee the guest's stay to be wonderful. With the renovations completing the communication solution surely needed to be up-to-date.

Summary

The El Oliver Palace had chosen the iPECS as their communication solution because of their state of the art hybrid features. The communication system had to support analog and digital phones that would still support the installed conventional infrastructure yet provide the latest in hotel solutions. The customers productivity has been improved by the quality of the iPECS solution and its reliability giving their guest the best in class.

Challenge

The client was undergoing major renovations and they wanted a Hybrid communications system which would utilize their existing analog infrastructure but improve the quality. One of the main requirements was to boost productivity while reducing the cost letting them leverage more for the higher cost business cases.

With no additional applications added to the portfolio, the hotel had to reach maximum efficiency by utilizing the iPECS eMG800 features with the integrated hotel options for their daily duties.

Product

Platform

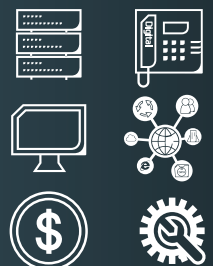
- iPECS eMG800

Terminal

- LDP-9200 series
- LKA series

Application

- Voice mail feature





El Oliver
Palace
Marrakech
Hotel

"We enjoy the new cost-effective hospitality features which completes the work-flow to be fully efficient for providing high quality hotel service."

— Mr. Ahmed El Baroudi, Chief Executive Officer of El Oliver Palace Marrakech Hotel

Solution

- iPECS eMG800 for analog and digital hybrid system
- Supporting their 250 analog and digital phones with flexibility for capacity upgrades
- Voice mail recordings for efficient customer service
- Centrally managed and organized phone book by groups for reception, catering, sales and etc.
- Call forwarding and pick-up rules customized for better management of customer requests, minimizing the call loss

Benefits

The client realized that the replacement had a great impact in reducing their cost associated with maintaining various telecommunication stations to have their communication intact. The iPECS solution had solved a number of essential issues that the hotel faced with the simple investment of the system.

- Reliable and stable communication system that are at the center of the client's main business activities.
- Organized workforce and the easy availability of them through iPECS solution improved user satisfaction significantly.
- Installation of the hybrid platform that has centralized the communication solution gave great impact of cost-effectiveness.