

# Deploying UC solution to maximize efficiency in delivering hotel services

## About the client

Red Crowned Crane Hotel is an international business hotel that integrates accommodation, catering, entertainment and business events. The hotel is a subsidiary and invested by Shandong Airlines Group. The hotel is only a 5-minute walk away from Qingdao Liuting International Airport. It covers an area of more than 12,000 square meters and has 143 luxury business suites, standard rooms.

<http://www.shandongair.com>

## Summary

Red Crowned Crane Hotel, being one of the subsidiaries of Shandong Airlines Group, most of their guests are passengers of Shandong Airlines traveling internationally and looking for a place to stay nearby the airport overnight. The hotel was using outdated telephony system that could not network effectively with Shandong Airlines' existing voice network infrastructure. For modernization project, iPECS UCP had been recommended to the customer which could fulfill the client's need to fulfill current requirements.

## Challenge

As a hotel business, the client already had hotel management software, the local PMS, as well as local billing software for managing the use of its communication services. The telephones were analogue SLT phone from 3rd party manufacturer.

The challenge was to integrate the existing infrastructure with the new communications system to offer a seamless solution. With this modernization project the customer also expects to benefit from the mobility features that are installed on the staffs' mobile phones to be connected anytime anywhere.

## Product

### Platform

- iPECS UCP

### Terminal

- SLT phones

### Application

- iPECS UCS
- 3PP PMS Hotel solution
- 3PP billing software





Red  
Crowned  
Crane  
Hotel

"iPECS solution seamlessly integrates with local PMS making our work much easier!"

— Room manager of Red Crowned Crane Hotel

## Solution

- iPECS UCP seamlessly unifying the hotel work process
- iPECS UCS providing mobility solution on staff's smart phones
- Multi-site installation and centralized connection among Shandong Airlines HQ and numbers of main branch offices
- Reuse of the existing 3PP SLT hardware
- 3PP PMS hotel solution integration
- 3PP billing software integration

## Benefits

H.323 IP Trunk seamlessly internetworked multi-sites to enable hotel staff to work more efficiently by communicating better with other departments. Moreover, iPECS UCS mobile client gave the staffs mobility to communicate anytime, anywhere on any device.

- Local PMS improves front desk operation to effectively process hotel room management services
- iPECS UCP enables communications among Shandong Airlines HQ and other main branch offices
- iPECS UCS provided mobility to the hotel staffs to communicate anywhere and anytime with any devices
- Better services from improved coordination and faster service, lead to improved guest satisfaction
- Utilizing existing hardwares and software saved much of the modernization cost