

# Hospitality and Mobility Solutions for the best customer services

## About the client

The Olivar Suites Hotel is a late 18th century olive oil mill transformed into an elegant hotel that respects local and traditional architecture. It is located on Corfu's beautiful Southeast coast, surrounded by the blue of the Ionian Sea. The hotel comprises 120 unique luxury suites and includes a restaurant, private swimming pool and fitness center. The hotel provides an exceptional customer experience and staff pride themselves on their service.

## Summary

The Olivar Suites, an exclusive 5 Star hotel designed around respecting the environment and Corfiot architecture wanted to offer a world class customer service. To do this they needed a seamless communications solution with high stability. The hotel were previously operating multiple network platforms to facilitate customer and staff communication as their buildings are spaced apart. Competitors offered expensive 3rd party gateways with limited integration or multiple remote systems which increased the cost and the complexity. As an alternative, Ericsson-LG Enterprise's partner offered the iPECS hospitality solution with iPECS UCP integrated to Fidelio PMS. The combination of iPECS UCP with iPECS IP DECT and iPECS UCS provided much-needed mobility that worked in perfect harmony with the hotel's unique architecture.

## Challenge

The Olivar Suites Hotel consists of 120 independent rooms and various facilities such as a restaurant and private swimming pool. Their biggest communication challenge was guaranteeing that guests could move freely around the hotel while also being able to communicate with the hotel staff anytime, anywhere.

The hotel required a solution that enabled their existing PMS service to integrate with the communication platform, maximizing productivity and delivering the finest customer experience. The system needed to:

- Be a stable and reliable communication platform
- Include solutions to ensure guest's mobility
- Feature integration between Fidelio PMS solution
- Improve staff's productivity
- Minimize operational cost

## Product

### Platform

- iPECS UCP600

### Terminal

- iPECS 1000i
- GDC-800H

### Application

- iPECS UCS
- Integration with Fidelio PMS



100 ~ 300 Ext.



Hospitality



iPECS UCP



The Olivar  
Suites Hotel

## The Olivar Suites Hotel

Deliver best-in-class customer experience  
with iPECS Solutions

## Solution

- iPECS UCP's unique modular architecture was ideal for this installation. iPECS UCP is a system tailored to integrate LAN connectivity among several buildings with iPECS UCP gateways. The overall installation was completed successfully with minimal cost and disruption. Despite the remote buildings not directly linking to the main rack, the system has no operational issues.
- More than a dozen iPECS IP DECT base stations were also installed covering the whole premises. This allowed hotel staff and guests with iPECS IP DECT terminals to communicate while moving around both indoor and outdoor areas.
- Since iPECS UCP has a high inter-operability with API services, it easily supports and integrates with the existing Fidelio PMS
- iPECS UCS mobile clients were deployed to enhance mobility of staff and guests

## Benefits

- iPECS solutions provided seamless interconnection between multiple hotel buildings
- The hotel has improved staff efficiency and enhanced guest experience by providing iPECS IP DECT and iPECS UCS to staff.
- The hotel integrated the existing Fidelio PMS with iPECS UCP in a simple and cost-effective way.
- iPECS solutions have allowed the hotel to reduce operational costs significantly.
- iPECS UCP fits the existing infrastructure through IP extensions. This allowed the Hotel to save time and money on installation and deployment.