

# Hospitality solution for high quality of customer services

## About the client

The Royal & Imperial Belvedere Hotel is at a beautiful hilltop location on the Hersonissos Peninsula of Crete. The hillside that the Imperial Belvedere Resort Hotel is one of the best locations of Crete. The hotel is next to the beach with close proximity of shops, bars and restaurants. This hotel unit was created after the merger of two hotels, the Royal Belvedere and the Imperial Belvedere, making it one of the largest hotel units since the total number of guest rooms exceeds 1200.

## Summary

The Royal & Imperial Belvedere Hotel is the merger of two neighbor hotels. So, the unification of the hotel systems was top priority. Also, telecommunications had to be upgraded and connected to a single Reception and integrated into the Front Office ERP. The vast area that the guest rooms are scattered and the long distance between them and the central building had to be dealt with the lowest operating cost. iPECS was the best solution for the hotel, and the hotel had lots of cost and operational benefits by installing iPECS.

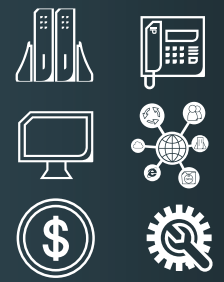
## Challenge

Since the Royal & Imperial Belvedere Hotel is the merger of two hotels the buildings and various facilities are scattered over a vast area. The challenge was to manage to connect telephones with gateways in every building and facility while the distances were over one kilometer at reasonable cost.

And it was very important issue to have inter-operability between communication platform and existing hotel PMS solution with API service.

## Product

- |                              |                        |
|------------------------------|------------------------|
| Platform                     | Terminal               |
| ■ iPECS UCP                  | ■ iPECS 1000i LIP-9000 |
| Application                  |                        |
| ■ Integration with Hotel PMS |                        |



Royal & Imperial  
**Belvedere  
Resort**



## Solution

iPECS UCP2400 unique modular architecture was ideal for this installation. Competitors offered expensive 3rd party gateways with limited integration or multiple remote systems which increased the cost and the complexity. iPECS UCP2400 is a system tailored to set LAN connectivity between several buildings with iPECS gateways. iPECS UCP has a high inter-operability with API services, and it easily supports and integrates with the existing HIT-PROTEL PMS. All staff of the hotel were trained to use HIT-PROTEL PMS, and they can maintain this system for keeping the staffs' work performed and experience. And iPECS Desktop terminals were deployed for hotel staffs.

## Benefits

- The overall installation of iPECS UCP was completed with minimum cost and effort, and the complete system has no operational issues even though the remote buildings are not directly connected to the main rack.
- iPECS UCP provided tight integration with existing hotel PMS solution. So, the hotel staffs can continue to use the PMS solution easily without any additional training.
- Easy and efficient addition of new hotel buildings can be added to the existing installation through IP extensions.