

DoubleTree by Hilton Hotel Oradea



Customer

DoubleTree by Hilton Hotel Oradea, Romania

Industry

Hospitality

Challenges

- State-of-the-art Hospitality Communication and Management solution
- Integration with hotel's Property Management System
- Optimized staff efficiency
- Low Capex and Opex
- High-end services for the discerning guests
- A trusted business partner

Solution

- NEC Hospitality Communication Solution, consisting of;
 - UNIVERGE® SV8100 communication server
 - IP DECT mobile communication solution
 - UM8000 VoiceMail/Unified Messaging solution
 - Business ConneCT Operator
- Flawless integration with PMS
- Connected to a wide variety of wired and wireless terminals
- RomTelecom, accredited NEC Solution Business partner

Results

- Integrated communication and management system
- Staff mobility throughout hotel
- Low operational costs
- Excellent guest & employee satisfaction

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“Our decision to select NEC and their business partner RomTelecom is based on their in-depth knowledge of the Hospitality Industry. We have been impressed by the smooth implementation and the high level of functionality delivered” - Ulrich Hoffmeister, General Manager DoubleTree by Hilton Oradea.

Challenges

The newly built DoubleTree by Hilton Oradea had the unique opportunity to set up, develop and deploy integrated hospitality communication solutions in order to serve guests and facilitate staff based on latest available technology and solutions when it opened doors in 2013.

Besides providing highest possible guest satisfaction and staff efficiency, challenges were to provide full integration with the hotel's Property Management System and ensure staff are equipped with appropriate communication tools in order to provide excellent guest services.

The hotel communication system furthermore had to provide high levels of functionality at low operational costs. All reasons for DoubleTree by Hilton Oradea to select a trusted and experienced partner to propose and implement this advanced communication solution.



Solution

NEC Distributor ICCO and its solution partner RomTelecom were invited to participate. Following their advice, the hotel is now equipped with the leading edge NEC IP communications server UNIVERGE® SV8100. On top of its IP functionality and capabilities, the system also supports analogue extensions which made it possible for the hotel to use analogue phones in the rooms.

RomTelecom also proposed IP DECT wireless infrastructure to provide full coverage for mobile communications throughout the hotel for front- & back-office staff.

The communication system supports over 150 analogue telephone terminals for the guest rooms, 10 conference room phones, IP terminals for hotel admin staff as well as wireless G355 IP DECT phones for mobile staff throughout the hotel.

The communications platform is fully integrated with the hotel's Property Management System which provides a flawless solution for all operational departments.



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Results

The fully integrated communication platform provides a high level of service and security, while easing management and keeping operational costs to the minimum.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Service to guests is optimised by deploying NEC's wireless IP DECT mobility solution and the UM8000 messaging system. Staff only requires one mobile device!!

Ulrich Hoffmeister, general manager DoubleTree by Hilton Oradea comments: "NEC's SV8100 is a very powerful communication solution and an ideal basis to provide hotels such as the DoubleTree by Hilton Hotel Oradea with an advanced and integrated communication solution. Its rich functionality and cost effectiveness make it a perfect fit for our hotel".

About

DoubleTree by Hilton Hotel Oradea is a luxurious 5-star property conveniently located near the centre of Oradea in Romania. Local tourist attractions such as the Fortress of Oradea, the Cris Museum and the Ady Endre Museum are not far from the hotel. Also easily within reach are Vulturul Negru, the State Theatre (Teatrul de Stat) and the Moon Church.

DoubleTree by Hilton Hotel Oradea has excellent dining facilities in its restaurant as well as in room service. An ATM/banking as well as currency exchange facilities are also available. Hotel guests will appreciate the welcoming services of the multilingual staff.

As Anca Motica, Marketing Executive of DoubleTree by Hilton Oradea explains. "Thanks to NEC and RomTelecom, we are assured communication is guaranteed. Thanks to that we can focus on increased guest service, a.o. with additional hotel facilities, such as the Eforea spa at Hilton, a state of the art spa facility, 1st of its type in eastern Europe, including an indoor swimming pool, jacuzzi, steam bath and sauna and 7 treatment rooms".

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