

# Holiday Inn Express Düsseldorf



## Customer

- o Holiday Inn Express Düsseldorf

## Industry

- o Hospitality

## Solution

- o SV9100 communication solution
- o Room phones with hotel logo and service keys
- o WLAN phones for housekeeping staff
- o VoIP phones for the back office
- o Integration with Brilliant PMS System
- o Guest WLAN and management network

## Results

- o Central Project management for the entire network
- o Terminals with modern design
- o One contact for all service and support

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"Looking for a supplier for all IT disciplines, we came across Ophelia. From the expert installation you could tell they are hotel professionals. And the fact that for service and support we now have one contact, so 'all is in one hand' has exceeded our expectations. "

- Tobias Hansen, Foremost Hospitality GmbH HIEX.

## Challenges

The Holiday Inn Express Düsseldorf City is located right in the heart of Düsseldorf just 900 meters from the Düsseldorf main train station. The exhibition center Messe Düsseldorf can be reached within 15 minutes.

Both for a business trip and for a city trip the hotel is the ideal location in Düsseldorf. 164 air-conditioned non smoking rooms all feature a modern design and have free WiFi, flat screen TV, telephone with voice mail, safe, coffee and tea making facilities. Important success factors such as supplier/vendor stability, system stability, growth-oriented and investment protection also needed to be secured.

Building a new Holiday Inn Express hotels in Düsseldorf requires a variety of decisions. One of the essential choices, is to select the right telecommunications and service partner for the future.

With the NEC UNIVERGE SV9100 telecommunications solution and the NEC Solutions & Service Partner Ophelia, the project could start: Establishment of a new, user-friendly and modern communications system taking into account also be newly designed network infrastructure for our new Holiday Inn Express Hotel in Düsseldorf.

Main customer requirements were:

- o Conversion to all-IP
- o Fast and professional integration of the new communications system with the existing PMS Brilliant infrastructure
- o Both guests and staff of the hotel should be provided with reliable and flexible communications solutions
- o Increase and improve productivity and user efficiency
- o Speedy call answering and forwarding between hotel reception and guests

## Solution

The result of the implementation at the Holiday Inn Express Düsseldorf:

- o NEC UNIVERGE SV9100 provides full integration with the existing Brilliant PMS system
- o Check-in registrations can be offered in German and /or English; Voicemail and wake-up automatically function in the specified language
- o Room phones with hotel logo and programmable service keys
  - Service keys allow users to speed dial immediately to the restaurant or room service to arrive
- o WLAN phones for housekeeping and other staff and VoIP phones for the administration

## Results

In choosing a communication solution, the Holiday Inn Express Hotel decided to follow the highest standards and requirements of the InterContinental Hotels Group. NEC with its partner Ophelia delivered the communication solution and took care of the complete implementation. The installed solution, NEC's UNIVERGE SV9100, meets the requirements and high standards of the InterContinental Hotels Group.

Due to the flexibility of the system, all requirements of Holiday Inn Express Düsseldorf are fulfilled to the highest customer satisfaction level.

The modern design of the terminals impressed both the hotel guests and hotel staff.

## About Ophelia

For over 16 years, Ophelia has stood for reliability and professional IT-system solutions. We are the primary contact for our customers, who mainly come from the hotel business: As an Oracle Gold partner, we supervise approximately 400 hotels in Germany. This is exactly what our customers like about us: One solution, one service provider, one contact.

Our support and maintenance concept enables us to ensure minimal downtimes in an emergency, rapid response to support requests and preemptive monitoring. Twenty employees at the locations Bielefeld, Cologne and Leipzig ensure this throughout Germany.

Due to our cooperation with NEC, we are also able to provide a smooth and optimal integration of communication systems in existing hotel networks.

### Philosophy:

We are your reliable partner for professional IT solutions.

Your trust is our benchmark.

Our ideas are your success.

Ophelia - future begins today.



**ZUKUNFT BEGINNT HEUTE**

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