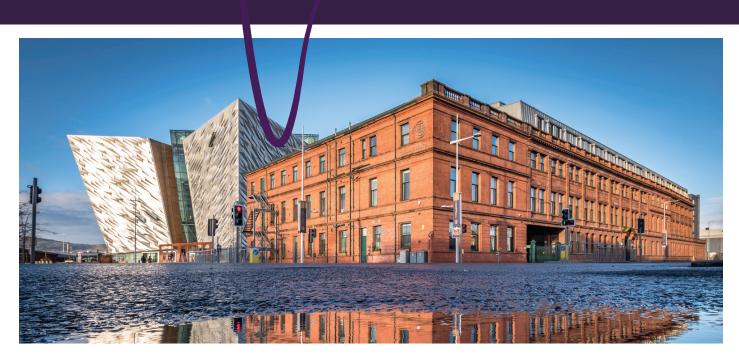\Orchestrating a brighter world

NEC

Ambitious new hotelier checks-in with an integrated communication solution courtesy of NEC

Titanic Hotel, Belfast

Customer
• Titanic Hotel Belfast

Challenges
• No PMS Connectivity
• Improve Guest Experience
• Increase Staff Efficiency
• Deliver impeccable
  guest-services

Solution
Integrated NEC Smart Hospitality Solution:
• UNIVERGE® SV9100 IP communications server
• Direct / In-Skin integration with the PMS System, Hotsoft 8
• 20 Outside lines
• 24 x NEC IP Handsets; 6 x Spectralink 8440 WLAN Handset
  (VoWi-Fi); 140 x Telematrix 3300IP Display Guest Handsets
• MyCalls for Operator-function & Reservation Center
• Voicemail for staff & guests

Results
• Operational costs lowered
• Staff efficiency & guest experience increased
• Increased security levels
• Easier staff management via Reporting

"We recommend NEC as Hospitality PBX Solution Providers, to any hotel who considers communication important for their business".

Adrian McNally. General Manager, Titanic Hotel Belfast

Challenges

With the renaissance of the entire Industrial area in and around the Harland and Wolff Shipyard, came the need to set up and develop a new 4-star hotel, based on the strong history and heritage of the many people who lived and worked here. The Titanic Hotel Belfast is just the optimal reflection of this ambition, both in hardware (the building), as well as the software (the guest services).

To keep up with the advanced needs of its discerning guests, as well as further enhancing the efficiency and service levels of its staff, the Titanic Hotel Belfast was in need of installing and deploying a state of the art communication solution when it opened doors in 2017 as THE leading destination Hotel in Belfast.

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

Besides providing highest possible guest satisfaction and staff efficiency, challenges for the new communication solution 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. To deliver on this promise, quality communications was critical!

Solution

NEC was invited to participate in this new project and proposed a smart and advanced NEC IP-PBX Communication Solution.

The Titanic Belfast Hotel is now equipped with the leading edge NEC's UNIVERGE® SV9100 communication server. Besides its IP functionality and capabilities, the SV9100 system also can support analogue extensions, if required.

One of its unique technological differentiators that it offers a direct integration with many PMS systems. As a result of this middleware and an extra server are not needed to connect the PBX to the PMS. The communication system supports all the guest-room phones, 30 IP handsets for hotel staff and NEC's MyCalls is the preferred solution for Operator and Contact Center.

Results

The NEC SV9100 IP-PBX is a very powerful communication solution and an ideal basis to provide hotels with an advanced and integrated communication solution. The fully integrated platform provides a high level of service and security, while easing management and keeping operational costs to a minimum.

The SV9100 communication platform is fully integrated with the hotel's Hotsoft 8 PMS which provides a flawless solution for all operational departments. Utilizing an integrated communications and security system not only increases efficiency, but also presents management with a holistic view on information and communications.

About

Titanic Hotel Belfast is ideally located in the centre of the Titanic Quarter, an area transformed over the past decade into Northern Ireland's premier leisure destination. This restored landmark building was the original Harland and Wolff HQ where the Titanic was designed. The magnificent dual Drawing Offices, with their three-storey high barrel-vaulted ceilings, are the only surviving example of this type of shipyard architecture in the world. www.titanichotelbelfast.com

TITANIC HOTEL
BELFAST

"The fact that the NEC IP PBX has a direct interface with our PMS, Hotsoft 8, made the case even stronger, as this direct interface eliminated the need for additional middleware and a separate server."