

# Mövenpick Soma Bay



## Customer

- Mövenpick Soma Bay, Abu Soma, Egypt

## Industry

- Hospitality

## Challenges

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

## Solution

- NEC Hospitality Communication Solution:
  - UNIVERGE® SV8500 IP communication server
  - IP DECT mobile communications
  - Business ConneCT Operator
- Flawless integration with PMS
- Connected to a wide variety of wired and wireless phones
- JRM for Communications, NEC Solution Business partner

## Results and Benefits

- Integrated communication and management system
- Staff mobility throughout hotel
- High level of efficiency
- Excellent guest & employee satisfaction

[www.moevenpick-hotels.com](http://www.moevenpick-hotels.com)

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*Mr. Khaled Salam, IT Manager, Mövenpick Soma Bay*

## Challenges

One of the key objectives of the new Mövenpick hotel at Soma Bay was to set up and deploy integrated hospitality communications in order to serve guests and facilitate staff based on latest available technology and solutions.

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.

## Solution

NEC and its solution partner in Egypt JRM for Communications were invited to participate in offering an appropriate solution and after a thorough selection process were selected to provide and implement the new system.

JRM studied with care all the client needs in order to provide the hotel with the most optimum and cost efficient solution that would help them reduce cost, and manage their working environment in a much faster and much more efficient way.

"JRM being a Solution Provider and Solution Integrator, were able - with the NEC line of products and solutions - to fully satisfy the clients' Voice and Data requirements", says Mamdouh Mansy, Sales Manager at JRM.

The implemented NEC Hospitality Communication Solution comprises:

- UNIVERGE SV8500 IP communications platform with 800 lines supporting IP phones
- IP DECT solution, access points and mobile handsets
- Business ConneCT operator solution
- Integration with the hotel's PMS system

JRM further took care of the installation of the WiFi system, the fiber and copper cabling and infrastructure as well as the data room.

## Results

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

The implemented NEC IP communication server comprises sophisticated communications enhancing the guest experience, increasing hotel staff efficiency and driving profits. Service to guests, as well as the internal communication between staff, is optimised by deploying NEC's wireless DECT mobility IP solution and handsets throughout the hotel.

"I am very pleased with the NEC PBX as well as the services rendered by JRM. The system performs excellently and is very stable", said Mr. Khaled Salam, IT Manager, Movenpick Soma Bay.

"Business ConneCT Operator is a very user friendly application and very easy to manage. And NEC's IP DECT smoothes our business processes and helps to support our hotel operations, making it much easier for our staff to be reachable at all times", Mr. Khaled Salam continues.

Integration with the hotel's Property Management System takes, among other aspects, care of call accounting.



## About

Stretched alongside white sandy beaches in one of the most serene spots on the Red Sea, the Mövenpick Resort Soma Bay is set within 15 hectares of landscaped terrain and a haven only 45km south of Hurghada. The new destination combines genuine beauty & new-fashioned luxury, which boasts the certitude to satisfy singles, couples, and families' travellers. The resort is the perfect venue for meetings / events organization & Gourmets will enjoy the dining experience & the unique gastronomic options.

The resort offers facilities that are second to none, meeting every individual's needs and expectations. The hotel's facilities include: 3 swimming pools (including 1 heated pool during wintertime) & 1 kids' pool, amphitheater, ATM machine, currency exchange service, ballroom, conference / meeting rooms, bars & restaurants, beach volley court, beauty salon, diving center, excursion services, handicapped accessibility, horse-riding, kids' club, laundry service, limousine service, shopping arcade, exclusive spa complex of 2200sqm., WiFi, water sport center - including kit-surf and windsurf - and golf courses nearby.

JRM for Communications, NEC's business partner in Egypt, is a leading Egyptian Company engaged in the field of Telecommunications Supplies and Services with activities ranging from tailor-made network design to supply of equipment, implementation and support services.



For further information please contact your local NEC representative or:

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