

BEVERLY HILLS HOTEL AND HOTEL BEL-AIR UPGRADE COMMUNICATIONS TO IMPROVE GUEST EXPERIENCE AND EMERGENCY RESPONSE TIMES

EXTERNAL

THE BEVERLY HILLS HOTEL AND HOTEL BEL-AIR

CHALLENGES

- Communication systems were not standardized
- Needed to improve management of guest
- Needed to improve guest expectation by proposing personalizable room features

PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent OmniVista™ 8770 Network Management System
- Alcatel-Lucent Emergency Notification Server
- Alcatel-Lucent OmniTouch™ 8450 Fax Software, IP Touch 4068
- Alcatel-Lucent OmniPCX™ Record Suite
- Alcatel-Lucent OmniTouch™ 8082 My Instant Communicator Phone
- Alcatel-Lucent Professional Services

BUSINESS AND TECHNICAL BENEFITS

- Costs cut down by centralizing the call center where we were taking on online reservations
- Advanced bedroom control and complete personalized service for each bedroom
- Immediate notification of emergency calls which enables faster responses times
- System accountability through different reporting tools of the admin console

DEAL FACTS AND FIGURES

- Date deal won: 2010
- Implementation date: 2010
- Business Partner: None



“One of the unexpected benefits of the ENS E911 was the admin console. Both the security directors at Hotel Bel-Air and Beverly Hills Hotel, really enjoyed seeing the reaction and the awareness and the accountability that was provided to them when they accessed the different reporting tools of the admin console.”

- Adam Jones, IT Director, Dorchester Collection Hotels, California

CUSTOMER DETAILS

- Location: California, United States
- Vertical: Hospitality
- Users: Guests in 313 bedrooms and suites