

SPECTACULAR HOTEL EXCEEDS EXPECTATIONS OF ITS DEMANDING CLIENTELE

Trump Panama Hotel

CHALLENGES

- Provide LAN and telephony services to guests and staff throughout new hotel
- Zero tolerance for any negative impact on guest experience or quality of service
- Provide easy-to-manage infrastructure, minimizing network overheads, both operational and maintenance

PRODUCTS & SOLUTIONS

- Alcatel-Lucent OmniSwitch™ family, including multiple 9700E, 6850, 6400 and 6250 devices
- Alcatel-Lucent OmniPCX™ Enterprise Communication Server
- Alcatel-Lucent 4059 IP Attendant Console
- Alcatel-Lucent 8 Series IP Touch phones including 4068, 4028, 4018 and 4039 models

BUSINESS & TECHNICAL BENEFITS

- Reliable, secure, high-performance infrastructure enables staff to deliver on guest expectations
- Intuitive management console and powerful integration between LAN and IP PBX allows environment to be efficiently operated, minimizing operating expenses
- Infrastructure easy to adapt to meet volatile future needs

DEAL FACTS & FIGURES

- Date initial deal won: 2005
- Implementation date: 2011
- Business Partner: EBD e-Business Distribution

TRUMP
 OCEAN CLUB[®]
 INTERNATIONAL HOTEL & TOWER
 PANAMA

“Alcatel-Lucent solutions give us exactly what we need; great reliability, lower operating expenses, improved functionality and the flexibility to rapidly adapt the infrastructure to meet the changing needs of our business. I tell anyone who asks: ‘We definitely made the right choice in partnering with Alcatel-Lucent!’”

Fabio Vasquez, IT Manager, Trump Panama Hotel

CUSTOMER DETAILS

- Location: Panama City, the Republic of Panama
- Vertical: Hospitality
- Users: Guests in 369 bedrooms and staff