

Western Hotel - Madinat Zayed, Abu Dhabi



Customer

Western Hotel - Madinat Zayed, Abu Dhabi

Industry

Hospitality

Challenges

To upgrade to communication solution that would integrate with PMS & Call accounting and comply with hotel classifications.

Solution

- NEC SV9100 PABX
- Voice mail
- Voice Response System integration with Property-Management-System (PMS)
- Call accounting application

Results

- Smooth migration and integration with Hotel PMS and Call accounting software
- Reduced costs
- Increased efficiency and guest satisfaction

<http://western-hotels.com/madinat-zayed>

Overview:

Western Hotel wanted to upgrade hotel classification, therefore required innovative features such PMS & call cost application that were not supported by the existing PBX system. Guest queries required to be responded quickly during staff unavailability.

Customer requirements:

- Ability to integrate with existing network of 107 analogue room phones (each room consisting of three analogue phones) with total of 152 analogues extensions and 32 IP extensions.
- Ability to integrate with existing Property Management System software & call accounting application
- Voice mail integration
- Unanswered calls to the service departments to be re-routed to the reception, to ensure guests calls are answered at peak hours.
- Outgoing calls for the guests, based on their payment method and when guests checkout, outgoing calls should be blocked.
- Direct dial telephones offered in all guest rooms
- Telephones in the bathroom connected to the operator that dials guest emergency department directly

Proposed solution:

NEC SV9100 main chassis with additional two chassis, include CPU Card with VOIP card, analog extensions cards, digital card and PRI card with necessary licenses featuring like voice mail & PMS Interface.

Providing 152 analog extension ports allowing client to utilize their past investment in hotel type analog phone sets.

Digital Trunk PRI line providing 30 channels and 200 DIDs make unique ID for each outgoing calls from rooms, and provided Direct dialing feature. Common group such as Housekeeping, In- room dining, Operator, Emergency if not answered would be forwarded to the reception. With SV9100 provides easiest integration with existing PMS & Call accounting application, that sets call restriction and extensions name as guest name on each extension when a guest checks in.

About Western Hotel - Madinat Zayed

Western Hotel - Madinat Zayed is an architectural wonder that has come to life between the timeless Rub-al-Khali desert. With a fusion of contemporary design and distinct Arabian architectural features, this Abu Dhabi hotel offers the ultimate in comfort and tranquil experience. Located in Madinat Zayed City, Abu Dhabi. Western Region (Al Gharbia), the hotel is 160km from Abu Dhabi city. Managed by Al Marina Hotel Management, A division of Al Marina Investment.

The hotel consists of 105 rooms, 2 meeting rooms, a ballroom and private dining area for various occasions.

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Al Yousuf Computer & Telecommunications LLC

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