

NEC & Core Communications deliver greater integration, shorter staff response times & increased guest satisfaction

Aloft Dublin City Hotel



Core Communications
TELEPHONE SYSTEMS & VOIP SPECIALISTS

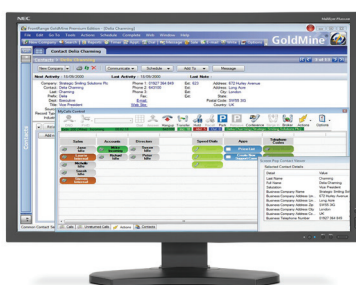


Customer

- Aloft Dublin City, Dublin, Republic of Ireland

Challenges

- Staff efficiency
- No direct integration with PMS
- Lack of communication versatility



Solution

- UNIVERGE® SV9100 Communication Server
- Outside Lines: 20
- Guest Handsets: 217 x Teledex E Series 4 Key Analogue
- Staff Handsets: 25 x NEC SV9100 DT820 8 Key IP DESI-Less
- PMS Integration: Direct INFIAS interface (Opera - Marriott standard PMS)
- Call Management: MyCalls Call Manager Reporting (for Marketing); MyCalls Operator Console (supports guest name from Opera PMS); 400 x Voicemail User Licenses; Conference Bridge License

Results

- Increased management efficiency
- Shortened response times to guest requests - higher guest satisfaction
- Increased sales & margin via direct incoming reservations vs bookings via the OTA's

“From the helpful and responsive help desk, to the knowledgeable and professional technicians, Core Communications have been invaluable in ensuring that our telephone system is in perfect working order that our guests expect.

Michael Evans, Chief of Engineering

Challenges

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 Aloft Dublin City Hotel was in need of installing and deploying a state of the art communication solution when it opened doors in 2019 as the 1st Aloft Hotel in Ireland.

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!

“Response times for reported technical issues are short and the level of assistance is excellent. Having Core Communications as our telephone system support provider gives us a high level of comfort that any technical issue will be resolved quickly and professionally”

Michael Evans, Chief of Engineering



Solution

NEC's certified Hospitality Partner in Ireland, Corecom, was invited to participate in this new project and proposed a smart and advanced NEC IP-PBX communication solution. This, also based on the fact that NEC is one of the few globally approved technology partners of Marriott and the strong operating processes, the NEC certified Hospitality Partners need to adhere to.

Following the advice from Corecom, the Aloft Dublin City Hotel is now equipped with the leading edge NEC UNIVERGE® SV9100 communication server. Besides its IP functionality and capabilities, the SV9100 system also supports analogue extensions, which made it possible for the hotel to use analogue phones in the rooms, public areas and elevators. One of the unique technological differentiators of the NEC SV9100 is, 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 150 analogue telephone terminals for the guest rooms, 30 IP terminals for hotel staff and Mycalls the NEC preferred solution for Operator and Contact Centre.



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 Opera Property Management System 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

Modern travellers choose Aloft Dublin City. With unbeatable placement in the heart of The Liberties, one of Dublin's oldest and most historic areas, and a range of 4-star perks, the Aloft Dublin City Hotel is ideal for both business and leisure travellers to Ireland.

From the vivid, contemporary facade, to the cutting-edge design elements to the ultra-modern in-room technology, this fantastic 4-star hotel was meant to stand out from the crowd.



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Case Study: Aloft Dublin City Hotel | Dublin, Ireland

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