

Voted No.1 Hotel in Rome

Hotel de Russie



Customer

- Hotel de Russie, Rome

Industry

- Hospitality

Challenges

- Enhance Guest Experience
- Increase Staff Efficiency
- State-of-the-art Integrated Communications

Solution

Integrated NEC Smart Hospitality Solution, consisting of:

- UNIVERGE® SV8300 IP communications server, with
 - 125 Analogue extensions
 - 327 IP extensions
 - 2 Primary ISDN PRI + 2 ISDN PRI as back-up
 - IP DECT antennas (61 AP400) offering full coverage
 - IP DECT handsets for staff mobility
 - Business ConneCT Operator
 - Business ConneCT Contact Center with 9 Agents
 - UM8000 Messaging solution

<https://www.roccofortehotels.com>

“It’s thanks to NEC’s in-depth knowledge of the hotel industry, its dedicated team and their huge experience with communication systems in 5-star hotels that we decided to invest in the leading Hospitality Communication Solutions of NEC. In NEC we found the trusted partner we were looking for.”

“Furthermore, the fact that NEC Italia, local reference of the Global NEC Smart Hospitality Team, supported us, only added proven reliability to the overall solution”

Francesco Chiarenti

Senior IT Manager Rome and Florence

Challenge

The Hotel de Russie’s existing communication system was based on dated technology (Mitel) and did not offer integration with latest available IP solutions. The old system also lacked DECT coverage and this was the main reason for the hotel to turn to NEC to advise a new solution. To enhance the guest experience, increase efficiency and drive profits, Hotel de Russie was in need of a system based on state-of-the-art technology and including applications which integrated mobile staff communications, operator and guest services in one platform. This new solution should all come from a trustworthy vendor and leading technology partner.

NEC was asked to provide a new solution while maintaining the existing copper cabling for all rooms and services. NEC proposed a solution based on its UNIVERGE SV8300 communication server with its IP DECT Mobility solution. The new solution made use of the existing cabling to the DECT antennas and implemented a total of 61 new DECT AP400 antennas (both indoor and outdoor). The NEC SV8300 platform has been equipped with analogue and digital cards.

Solution

The NEC SV8300 communication platform has been equipped with a dual CPU and interfaces for:

- Two Primary ISDN PRI
- Two ISDN BRI Basic Rate Access (used as emergency back-up)
- Two BRI cards to connect to a GSM BOX

- A total of 452 extensions (rooms, Back Office and DECT)
- 302 Digital phones for the Guest Rooms and for the Back Offices
- 125 Analogue Bathroom phones
- 25 G266 DECT handsets for mobile staff
- 9 Analogue conference room telephones
- Business ConneCT Operator and Contact Center
- UM8000 Messaging solution

The implemented IP communications server comprises a full range of sophisticated communications and management solutions, to enhance the guest experience, increase hotel staff efficiency and drive profits. Service to guests and staff efficiency are optimised by deploying the advanced capabilities of NEC's DECT infrastructure.



Results

The benefits of an integrated communications solution throughout the entire hotel are clear for both employees and guests. Guests are better served thanks to shortened response times, while the increased efficiency of the staff has led to lower costs for the hotel. One of the main benefits for the hotel is the new and complete DECT coverage the system offers, as well as complete integration of the hotel's (Protel) PMS system and NEC's Business ConneCT Operator and UM8000 messaging solution. This integration enables for instance default prompt language messages for the guests during Check-in/Check-out. NEC's Business ConneCT Contact Center enables easy management of the guest booking service with support of 9 Call Centre agents.

About

The Hotel de Russie is a luxury five-star hotel located in the heart of the beautiful city of Rome between the Spanish Steps and Piazza del Popolo. Hotel de Russie is a fascinating mix of old and new, with a modern design that respects the classical architecture of the historic building. Located on Via Del Babuino, the hotel has striking views over Piazza del Popolo. Since its opening, the five-star hotel has hosted illustrious guests such as world travellers and renowned artists. Hotel de Russie features an exclusive Secret Garden, a restaurant, a spa and elegant rooms fit for royalty.

For further information please contact your local NEC representative or:

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