



Hospitality

In the hospitality market, hoteliers know that quality is key in order to compete on an international level.

Every customer is different, so it's not surprising that the term quality is difficult to define. One standard that has been recognized as a necessity and not a nice-to-have is seamless communication.

Quality in communication for the corporate customer means a seamless connection from the hotel room to the board room. Quality in communication for the hotel means satisfying its customer's needs but making sure that costs can be monitored and controlled effectively.

Here's how we helped one internationally known hotel chain with achieving these objectives in one implementation.

Background

An internationally renowned hotel chain had envisioned big plans for its new hotel project. Not only did they want to maintain their high standards in quality and customer service, new objectives emerged given this industry's competitive nature.

As part of this major initiative, the client wanted to integrate the Property Management and Point of Sale systems with their back end accounting and telephony systems for seamless monitoring and control of costs. To increase corporate customer satisfaction, the hotel wanted to create transparent communication channels from hotel room to the board room for a consistent working experience.



Approach

- The initial phase was to design and define the data and telephony requirements necessary to fulfill the client's objectives of streamlining the data to a centralized location. The design incorporated their second objective, which was to create a seamless communication environment for their corporate customers.
- Once the infrastructure was designed, the next step was to investigate and recommend an effective PMS and POS system that would allow for integration into their accounting software package for monitoring and control of costs.
- The cable infrastructure design also incorporated practical locations where corporate customers could connect to the hotel's high speed internet access paying close attention to 'anytime, anywhere' connectivity.

Our Contribution

- Working with the stakeholders, we were able to design entire voice and data infrastructure within a two week time frame.
- Given our knowledge and expertise in the hotel industry, we investigated an appropriate PMS and POS solution that fit all the requirements our client needed and designed the solution according to both short and long term usage, training and re-training capabilities as well as its scalability for growth.
- We managed the entire network infrastructure implementation to ensure quality was maintained.
- We managed the entire PMS and POS solution with the chosen vendors for implementation, training and Go Live support.

Business Results

- Greater flexibility of network infrastructure allowed for expandability for long term growth.
- Significant cost and time reduction of implementation due to rigorous investigation of solution fit:
- Cost reduction due to the software's scalability and seamless integration with other software.
- Implementation-time reduced due to our investigation of the vendor's expertise in similar installations prior to implementation.
- Our focus on the data and telephony infrastructure allowed our clients to focus on customer service and quality of services.