Park Inn by Radisson Antwerp Berchem

State-of-the art telephony provides enhanced guest experience

"Our Alcatel-Lucent Enterprise system enables us to support our operational teams in the best way possible and to deliver stable, unique and unexpected experiences for our guests."

Ben Vrijsen, Manager Hotel IT Services, Radisson Hotel Group

The Park Inn by Radisson Antwerp Berchem in Belgium opened in 2019. As part of the recently built "Post X" campus of nine buildings covering 130,000 square metres, the hotel installed a range of Alcatel-Lucent Enterprise voice and mobility solutions to deliver a superb guest experience.

CHALLENGES

For the Park Inn by Radisson Antwerp Berchem, Radisson Hotel Group was looking for a state-of-the-art communications system that offered convenient telephony and mobile connectivity for its staff and guests. Interfaces with fire alarm systems and the existing hospitality solution were required. The new system had to be secure, highly available and future-proof, with the option to add more users or additional features as required. Finally, cost-efficiency and a superior customer experience were also important selection criteria.

ACTION

Radisson Hotel Group properties all over the world have been using Alcatel-Lucent PBX systems as a standard for more than 20 years. This influenced the group's decision to continue its long-term trusted partnership with Alcatel-Lucent Enterprise. Since the Alcatel-Lucent OmniPCX® Enterprise platform met all the technical requirements, "there was no reason to deviate from the proven stable Alcatel-Lucent Enterprise solutions," says IT manager Vrijsen.

Alcatel-Lucent Rainbow™ was also introduced to further enhance the guest experience with attractive features and provide Park Inn by Radisson Antwerp Berchem cost savings as they intend to use Rainbow to communicate between staff and with guests.

Quant ICT was chosen as the implementation partner based on their experience in the variety of industries they serve. Working with both technology companies gives Radisson Hotel Group the option to think outside the box, beyond typical hotel requirements.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OmniVista® 8770 Network Management System
Alcatel-Lucent 8058 Smart DeskPhones
Alcatel-Lucent 8128 Wireless LAN Handsets
Alcatel-Lucent Rainbow™

RESULTS

Technical Benefits
- OmniPCX Enterprise platform provides telephone features and the ability to add applications and channels over time.
- It provides integration with existing hotel applications and safety features such as fire alarm systems or Bluetooth devices that detect hotel guest's presence in case of an emergency.
- Firewalls ensure enhanced security, and redundant configuration of all essential components provides high availability.
- OmniVista provides ease of management of the telephony system which is easily expanded, enhanced, updated and upgraded.

Financial Benefits
- Radisson Hotel Group's investments in ALE systems provide cost-efficiency due to long lifespan of the solutions.
- Price-performance-ratio and option for Rainbow use as desk and Wi-Fi phones save on hardware cost.

User Experience Benefits
- Low maintenance requirement frees up IT staff to provide more support elsewhere.
- "Configure it once, and you never need to look at it again."
- Planned Rainbow features integration will provide added value to hotel guests and staff user experiences.

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CUSTOMER STORY

MARKET: HOSPITALITY

DEAL IMPLEMENTED: 2019

COUNTRY: BELGIUM

NUMBER OF USERS: 200

COMPANY:

PARK INN BY RADISSON ANTWERP BERCHEM