

Italy based luxury hotel renowned for its high standards of services, trusts Matrix Hotel Integrated Telephony Solution for its communication needs!



Customer	Italy based Luxury Hotel
Industry	Hospitality
Challenges	<ul style="list-style-type: none"> • Integrated Hospitality Communication • Distinctive Guest Service • Integration with PMS and Hotel Phones • Mobility for Hotel Staff
Solution	<ul style="list-style-type: none"> • Matrix ETERNITY GE12S IP Communication Platform • Matrix EON48P Operator Consoles • Matrix EON48S Digital Key Phones • Matrix Voice Mail System • Integration with Protel PMS • Bittel Guest Room Phones • Polycom IP-DECT Mobility
Results	<ul style="list-style-type: none"> • IP enabled future-proof and Scalable Solution • Reduced Operational Costs • Streamlined Hotel Operations • Prompt and Efficient Guest Services • Increased Staff Reachability

Introduction

The hotel is located in the picturesque town of Bardolino in Italy. With 113 premium rooms and suites, 8 Swimming Pools, Spa and Fitness center and other amenities the hotel distinguishes itself as the most aesthetically appealing hotel offering all luxury and modern facilities to its high-profile guests. The quality of services is of utmost importance for the hotel as it got to stand true on its reputation of being one of the most quality conscious hotel offering ultimate comfort and luxury experience to its guests.

The hotel was in need of a communication solution that is in line with its high quality service standards. After considering various options the hotel selected Matrix IP Phone Systems. The solution offered a host of smart built-in hospitality features to the hotel. With such a strong and efficient communication backbone the hotel was able to bring efficiency in its functioning and offer better services and quality communication to its customers.

Challenges

The Italy based Hotel with a reputation for quality services and memorable guest experience, was looking for an IP based solution to interconnect their PMS, Hotel Phones and DECT mobility stations. The hotel communication system had to offer latest technologies and services to automate routine operations and enable staff with mobility to quickly respond from anywhere. The hospitality solution should be scalable, open to integrate and lower CAPEX to meet future expansion needs.



Solution

Considering overall aspects of features, technology, engineering, quality, the hotel opted for Matrix ETERNITY IP-PBX. Matrix in association with its Italy based partner Intertel, delivered state-of-the-art hospitality solution. Matrix provided IP Telephony solution with Hotel IP-PBXs, Hotel Management Software, PMS Integration, Guest Room Phones, Operator Consoles, Voice Mail and IP-DECT integration for Staff Mobility.

“ With Intertel's strong history of providing hospitality solution to leading hotels in Italy and Matrix's feature-rich IP based Hotel PBXs, it was easy to provide a complete communication solution catering to the distinct need of the Hotel. Matrix's IP based phone systems, round-the-clock support and ability to customize hospitality features as per hotel's requirements were at the center of the successful hotel solution.” said Giuseppe Brizio, Intertel SRL, Italy-Matrix Partner ”

Giuseppe Brizio, Intertel SRL, Italy
Matrix Partner



Results

The results were evident. Matrix with its IP based hospitality PBX solution interconnected multi-vendor devices and technologies to offer integrated hotel solution. All hotel staff – concierge, housekeeping and operators are now 'connected' while on-the-move. No guest requests are unattended or no call gets missed. Guests enjoy a highly personalized experience starting from the time they make reservation and extending throughout their stay.

Guests get response on first ring itself, set alarms and personalized greetings from room phones. Front desk can see the room clean and reservation status, allocate guest privileges, and fetch telephony and minibar charges to PMS from centralized web interface.

“ Hospitality industry is under constant pressure to offer both superior hospitality and technology experience to their leisure and business travellers. Matrix, offers its cost-effective and reliable products to streamline communication processes, enhance guests' experience and equip hotel staff to be productive and reachable from anywhere.”

Said Francesco Cirillo
General Manager Aqualux Hotel

ABOUT MATRIX

An ISO 9001 Company, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; the company is committed to keep pace with the revolutions in the telecom and security industries. With around 30% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge telecom products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems and Fire Alarm Systems. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of more than 150,000 customers representing the entire spectrum of industries. Matrix has won many awards for its innovative products.



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