

THE BALMORAL INVESTS IN IP DECT FROM**NEC PHILIPS UNIFIED SOLUTIONS****- New cordless handsets support hotel strategy to provide outstanding service -**

2007: Rocco Forte's The Balmoral, which is Edinburgh's leading luxury hotel, has placed an order with NEC Philips Unified Solutions for a hybrid VoIP telephony system. The new SOPHO 2000 IPS voice server and integrated IP DECT technology will support the hotel's move towards a converged network whilst improving staff communication and mobility by ensuring constant availability.

The Balmoral selected the NEC Philips system, on the premise that the NEC Philips consultants were able to deliver what they proposed. One of the primary requirements for the new telephony platform was the ability to integrate with the hotel's IT systems including the fire alarm system.

The IP DECT handsets from NEC Philips are fully integrated with the switchboard operator as well as the ADT fire alarm panel, providing constant communication between the fire investigation team and the front office. In the event of a fire alarm, members of the fire investigation team are alerted by text message which will specify the location of activation and an investigation can then be carried out into the source of the alarm enabling the hotel to act appropriately, calling for further help or resetting the alarm.

Harry Fernandes, Resident Manager at The Balmoral comments, "The Balmoral has upgraded its in-house voice technology, in order to ensure a seamless solution for staff communication and mobility. This in turn, will support us to constantly deliver the highest level of service to our guests, since the advanced technology that NEC Philips is providing means that we are able to ensure that staff can maintain this expectation by working quickly and efficiently."

The Balmoral, which is located in the heart of Edinburgh at No.1 Princes Street, is a member of the luxury Rocco Forte Hotels collection. The landmark hotel has won many awards in the past few months, including two national Business Excellence Awards for the UK's leisure, travel and tourism industry and a prestigious Scottish Thistle Award for its Michelin-starred number one restaurant.

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For further information, please contact:

Ian Guest

NEC Philips Unified Solutions

Tel: +44 (0)1223 468000

Fax: +44 (0)1223 468333

Email: ian.guest@nec-philips.co.uk

www.nec-philips.co.uk
[sopho.philips.co.uk](http://www.sopho.philips.co.uk)

Lisa Williams / Kieran Kent

The *itpr* Partnership

Tel: +44 (0)1932 578800

Fax: +44 (0)1932 578801

Email: audreyb@itpr.co.uk