

Hotel Okura Amsterdam



Customer

Hotel Okura Amsterdam, The Netherlands

Industry

Hospitality

Challenges

- Enhance guest experience, increase efficiency and drive profits
- Replace dated technology by an integrated system based on state-of-the-art technology

Solution

- IP communications server
- Integrated communication and security platform
- Mobile communications throughout the hotel

Results

- Efficient management
- Shortened response times to guest requests
- Lowered costs
- Enhanced guest and staff security

www.okura.nl

“It’s thanks to NEC’s in-depth knowledge of the hotel industry, its dedicated team and their huge experience with communications systems in 5-star hotels that we decided to replace our current system with NEC’s Hospitality Communications Solution. In NEC we found the trusted partner we were looking for.” - Ms. Emmy Stoel, Deputy General Manager of the Hotel Okura Amsterdam.

Challenges

Hotel Okura’s existing system was based on dated technology and did not offer integration of voice and data, needed for the messaging solution required. The separate sub-systems were inefficient to manage and resulted in high operating costs (i.e. usage of GSM-based mobile phones throughout the hotel).

To enhance the guest experience, increase efficiency and drive profits, Hotel Okura was in need of a system based on state-of-the-art technology and applications which integrate communication and security in one platform.

Solution

The implemented IP communications server comprises sophisticated communications and messaging facilities to enhance the guest experience, increase hotel staff efficiency and drive profits.

Service to guests is optimised by deploying NEC’s wireless IP-DECT mobility solution and a messaging solution that is integrated with a rapid response system. The hotel’s entire security system is also directly connected to the communications system, giving it the strategic value of a fully integrated security platform.

IP terminals are used by staff at the front- and back-office, while the guest rooms are equipped with Teledex terminals.

Besides the IP voice platform, the Hospitality Communication Solution comprises a messaging solution which integrates with the Fire-alarm server and the Building management system, as well as the HotSOS rapid response system from M-tech for enhanced guest services. Integration with the hotel's Property Management System is provided by the Tiger application which also takes care of call accounting.

Results

The benefits of mobile communication throughout the entire hotel are clear for both employees and guests. Guests are better served thanks to shortened response times and the increased efficiency of the personnel has led to lower costs for the hotel.

Utilizing an integrated communication and security system not only increases efficiency, but also presents management with a holistic view on information and communications and adds to guest and staff security.

About

The splendid location of Hotel Okura Amsterdam – on one of Amsterdam's famous canals in the heart of the city, close by the RAI Convention Centre, 15 minutes from Schiphol International Airport and close to many places of cultural interest – makes the Okura the perfect choice for a stay in Amsterdam. Hotel Okura Amsterdam is member of the Okura Hotels & Resorts Group, synonymous with superb, cordial service, comprehensive facilities and fine cuisine.

Solution components

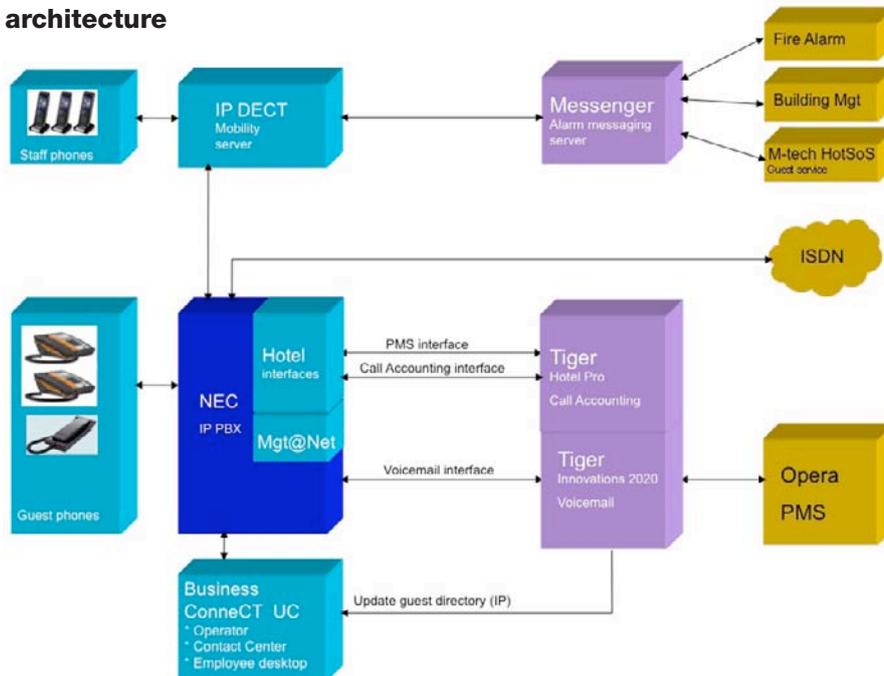
NEC

- IP communications platform
- IP terminals
- IP DECT solution

Technology partners

- Micros/Fidelio
- Tiger
- M-Tech HotSOS
- Teledex

Okura high level architecture



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