

# Le Méridien Park Hotel Frankfurt



## Customer

Le Méridien Park Hotel Frankfurt, Germany

## Industry

Hospitality

## Challenges

- Existing Hotel, consisting of different buildings & infrastructure
- Needs to serve guests as well as staff
- Integration to security systems, fire-alarm, BMS, time registration system
- PMS Integration
- Satisfy needs of operator (integrated functionality) and of owner (low Capex)
- Leading vendor & technology partner required / approved by Starwood Corporate IT department

## Solution

- NEC Hospitality Communication solution, consisting of:
  - SV8300 / 2000 IPS IP communication platform
  - Integration with Starwood's PMS (Opera, from Micros Fidelio)
  - Fixed Mobile Convergence / integration of staff GSM with communication solution
  - Messaging solution – integrated with:
    - Fire-alarm
    - Building Management System
    - Time-registration system

## Results

- Integrated security and communication platform
- 1 mobile device for voice, data, messaging, guest service and security - GSM
- Lower operational costs

[www.lemeridienparkhotelfrankfurt.com](http://www.lemeridienparkhotelfrankfurt.com)

“The combination of industry insight and state-of-the-art hospitality communication platforms that NEC brings to table was adequate assurance for a successful implementation of the project” - Jan Willem Roenhorst, Resident manager Le Méridien Parkhotel Frankfurt.

“As we continue to grow the hospitality market in EMEA, by supporting leading chains like Starwood Hotels & Resorts in achieving their business goals, we are proud that our philosophy of the right solution for the right hotel, has reached another critical mile-stone. The Le Méridien Parkhotel Frankfurt is a beautiful property within a leading group; we are proud to partner with Starwood!” - Kees van Donk, Director Hospitality & Healthcare NEC Unified Solutions EMEA.

## Challenges

The Le Méridien Parkhotel Frankfurt is an exclusive hotel in the heart of Frankfurt, offering the demanding traveller a stylish setting, full luxury and all modern facilities.

The challenges management faced was refurbishing the existing hotel, which not only consisted of different buildings but also of different infrastructures.

Essential needs were to serve guests as well as staff.

Another important requirement was the integration of the voice platform with the fire-alarm system, as well as integration with the hotel's PMS.

Both the needs of the operator (regarding integrated functionality) and those of the owner (for low Capex) had to be satisfied.

The leading vendor & technology partner selected had to be approved by Starwood Corporate IT department

## Solution

The hotel is equipped with the leading edge IP communications server UNIVERGE® SV8300 / 2000 IPS system.

Fixed Mobile Convergence ensures that mobile phones of staff are integrated with the communication solution.

## About

Le Méridien Parkhotel Frankfurt is a stylish hotel situated in the heart of this fascinating city, creating a perfect symbiosis of architecture, style and luxury.

Behind the historical hotel façade, there exists an enthralling contrast between modern design and historical heritage: The 77 rooms and suites of this historical palace, which was built in 1905, are designed in Art Nouveau style, while the 220 guest rooms of our modern business wing enjoy clean lines and modern design.

## Results

The offered solution has resulted in a fully integrated security and communication platform.

Staff benefit from the ease of use of 1 GSM-based mobile device for voice, data, messaging, guest service and security.

The total solution has resulted in significantly lower operational costs, while staff efficiency has increased. Guests are served speedily and effectively.

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