

# Mandarin Oriental, Paris



## Customer

- Mandarin Oriental Paris

## Industry

- Hospitality

## Challenges

- Ensure an outstanding guest experience
- Improve staff productivity and efficiency
- Reduce high maintenance cost of PBX installation

## Solution

- UNIVERGE® SV8500 IP communications server
- Sophisticated DT750 terminal in all guest rooms
- IP DECT infrastructure throughout the hotel
- DECT G955 staff handset for mobile communications
- Mobicall integrated alarm management solution
- Centralized support from NEC's UK data center
- Integration with PMS via Tiger PMS application

## Results

- Enhanced guest experience and satisfaction
- Increased efficiency for staff
- Quicker response for both guests and administration
- Lower operating costs

[www.mandarinoriental.com/paris](http://www.mandarinoriental.com/paris)

Mandarin Oriental Hotel Group is a longstanding global customer of NEC and relies on NEC's communications solutions in ten of its premises worldwide. The hotel group and NEC maintain excellent relationships and Mandarin Oriental, Paris is with Barcelona, Geneva and London one of 4 Mandarin Oriental hotels in EMEA that has implemented NEC's hotel communications technology. Mandarin Oriental, Paris combines 21st century luxury with Oriental flair and offers Mandarin Oriental's legendary service. Outstanding communication facilities are an integral part of this first class setting and operation.

## Challenges

When establishing itself in Paris, Mandarin Oriental was looking to ensure guests receive outstanding service without compromise, in line with the highest standards they may expect from hotels belonging to the group.

To accommodate for user friendly, ergonomic communications and enhance the guest experience, Mandarin Oriental wished to provide guests with a modern, state of the art touch screen telephone in their rooms. Furthermore staff needed to be equipped with mobile communications facilities, in support of enhancing productivity and enabling them to react swiftly to requests from guests and the back-office.

Furthermore the hotel sought to ease maintenance and management tasks, enabling staff to concentrate on their main priorities: providing excellent service to their guests.

In doing so the hotel also aimed to minimize the management and maintenance costs involved.

## Solution

Building on its experience with NEC's solutions in other premises of the world, Mandarin Oriental selected NEC to provide state-of-the-art communications for this new property.

After analysing the hotel's operation and specific needs, NEC advised the hotel to implement a Hospitality Communication solution based on the following components:

- NEC UNIVERGE® SV8500 IP communications server.
- All guest rooms are equipped with the full-featured sophisticated DT750 IP phones, with attractive and ergonomic touch screen for easy access to communications and other applications.
- IP DECT base stations providing care free mobile communications throughout the hotel.
- Attractive and versatile G955 mobile handset for voice communications and messaging ensuring staff are reachable at all times and can respond swiftly to guest enquiries.
- A Mobicall integrated alarm management platform is connected with the hotel's fire alarm and building management system and HotSoS workflow system. Alarm messages and tasks are captured and sent to hotel staff's DECT handsets for immediate action.
- Integration with PMS via Tiger PMS application.
- Centralized support from Mandarin Oriental Hotel Groups UK remote support center, from which the groups London, Paris, Barcelona and Geneva installations are supported from.

Besides the renowned quality and reliability of NEC's technology and the rich functionality provided by the offered solutions and applications, another decisive factor for Mandarin Oriental was the possibility NEC offered the hotel to outsource management and maintenance of the system to NEC's remote support center.

As Mr. Paul Missen, Vice President Technology, EMEA for Mandarin Oriental Hotel Group states: "NEC has proven to be a reliable and trustworthy partner. Their PBX solution offers excellent reliability, while the expertise of the NEC team ensures that we are offered the most appropriate solutions to meet our needs."

## Results

The communication solution provided ensures guest queries are responded to swiftly. Guests are not only impressed by the excellent service provided, but also with the additional information and applications the DT750 guest room terminals provide. Hotel staff can be reached wherever they are throughout the hotel's



premises, and can efficiently and effectively be allocated to guest enquiries or background tasks.

The installation is managed remotely from NEC's UK data center, which shares resources with the other hotel premises in EMEA. This leads to significantly lower overall operating costs, while ensuring high availability and professional expertise across the hotel chain.

## About

Mandarin Oriental, Paris is the 6th property of the prestigious Mandarin Oriental Hotel Group in EMEA. The hotel is situated at one of the most exclusive locations in Paris, alongside international fashion houses and around the corner from Place Vendôme, and just minutes away from the elegant Tuilleries gardens with the Louvre and Musée d'Orsay. The hotel boasts 99 guest rooms and 39 luxurious suites. The interior combines natural elements with oriental influences, exquisite dining experience Mandarin Oriental's legendary service.



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