

# Cape Grace, on Cape Town's Waterfront



## Customer

Cape Grace, Cape Town, Republic of South Africa

## Industry

Hospitality

## Challenges

- Take advantage of latest communications technology
- Ensure guest service and staff efficiency
- Need for trusted system integration partner

## Solution

- NEC IP Hospitality Communication Solution, consisting of;
  - NEC IP communication server
  - Flawless integration with PMS (Opera)
  - Feature rich and easy-to-use guest room terminals
  - Gijima, NEC's trusted partner in South Africa

## Results

- Increased efficiency
- Lower operational costs
- Improved guest & employee satisfaction

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

The recently refashioned Cape Grace boutique hotel delivers all the comforts you'd expect from world class luxury accommodation. Backed by iconic Table Mountain and perfectly positioned on its own private quay in the centre of Cape Town's vibrant waterfront, Cape Grace epitomizes style and sophistication in an atmosphere alive with genuine warmth and hospitality.

Staying at Cape Grace is an experience in itself, melting the modern comforts of a Cape Town luxury hotel with traditional Cape culture. And there is no better position for a waterfront hotel, with Table Mountain in the background, a bustling port to one side and on the other side a harbour with many multi-million dollar yachts. It's a heady mix of tantalizing experiences, which makes time spent at Cape Grace something to remember forever.

## Challenges

As Cape Grace stands for the best & finest, Africa offers on Hospitality, it needs to assure that the technology it deploys is able to deliver and support the best & finest on guest services. This from an operational, guest-centric, security and commercial perspective. When the hotel was recently refashioned, one of the additional objectives of the management was to ensure Cape Grace took advantage of latest developments in communications technology. Essential needs were to serve guests as well as staff and to increase efficiency supported by state-of-the-art technology. To achieve these objectives, Cape Grace turned to Gijima, the leading system integrator and specialist on Hospitality Communication in South Africa.

## Solution

As Gijima is a strategic partner of NEC, with its leading hospitality communication solutions, the partnership to achieve the objectives of Cape Grace was set up in a right and professional manner. In Gijima, the management of Cape Grace found a trusted and experienced partner.

To assure flawless communication Cape Grace, for guests and staff alike, Cape Grace was installed with a leading NEC IP Hospitality Communication Solution, consisting of:

- NEC IP voice platform
- Connection to the guest-rooms, with simple-to-use / feature rich guest room terminals
- Connection to the Opera PMS, for call charging and PMS interface
- Mobility solution in the entire hotel, for staff communication, to assure swift feed-back – in order to increase the guest satisfaction.

## Results

As Angus Mackey, Group Quality Manager of the Cape Grace states “The combination of Gijima as a local based, dedicated Hospitality System Integrator – with NEC as the global leader in Hospitality Communication, gives us the result we need: A reliable Hospitality Communication Solution which supports us in our goal, not only to operate in an efficient and effective manner, but also to provide superior guest service to our demanding international clientele.”

Kees van Donk, Director Hospitality EMEA at NEC concludes “You cannot begin to imagine how proud we at NEC are, that Cape Grace, the ultimate in African Hospitality, are a satisfied client of our leading Hospitality Communication Solutions. This strengthens our vision – of delivering the right solution for the right hotel – across the vast terrain of Europe Middle East & Africa.

The fully integrated communication platform has resulted in improved guest satisfaction while providing significantly lower operational costs at the same time. Guests are served speedily and effectively, while staff efficiency has increased thanks to the enhanced functionality. The integrated system furthermore provides management of the hotel with a holistic view on its communication and operation.

## About

Situated on a private quay, nestled between the working harbour of Cape Town's bustling Victoria & Alfred Waterfront and the serenity of an international yacht marina, Cape Grace showcases the essence of the Cape with designs that reveal local creativity, whilst staying true to the warm atmosphere and personalised levels of service that have for years defined the hotel.

With a genuine passion to champion distinctive standards in service, Cape Grace is dedicated to surpassing expectations and making your stay, whether work or pleasure, the most memorable ever. The preferred choice for international travellers, Cape Grace opened its doors in 1996 and is centrally located, with quick and easy access to the airport, city centre and popular tourist destinations.

How the experts rate Cape Grace:

(US) Travel & Leisure 2011 - Best Hotel in Africa and the Middle East

(US) Celebrated Living 2011 - category Best Hotels in Africa

(UK) Daily Telegraph Ultra Travel Awards 2011 - category Best Hotel in Africa

(UK) Sunday Times Travel Magazine 2011 - Top 3 Favourite Worldwide City Hotels



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