



# Australia Hotel

This hotel group offers beautifully designed guest rooms, as well as conference and leisure facilities. They pride themselves on the 5-star service they provide their guests.

## THE CHALLENGE

The hotel originally had telephones in the rooms, a printed telephone directory, and traditional marketing material that provided information about guest services.

The requirement was to implement a solution that brought the different types of information together in one place, for the guests, while offering a modern and simple way to communicate with hotel staff. It was important that the technology implemented enhanced engagement and modernised the guest room experience.

In addition, there was a requirement to streamline communications and simplify operations by providing a single information source for staff with integrated, flexible, scalable easy-to-implement communications.

## THE ALE SOLUTION

The [Alcatel-Lucent OXO Connect Evolution](#), and [Rainbow™ by Alcatel-Lucent Enterprise](#) hybrid cloud solution, together with Tapendium, provides guests with up-to-date information at their fingertips. Guests can communicate with hotel staff instantly in their preferred means (voice, video, or instant message) using a tablet and greatly enhancing the guest experience.

Staff efficiency has also increased. Updating information for guests is simple. No collateral printing means reduced costs. Having the ability to view information from guests (for example, which rooms have opted out of housekeeping) helps with planning, saves time, and increases overall efficiency.

## PRODUCTS

- [Alcatel-Lucent OXO Connect Evolution](#)
- [Rainbow WebRTC Gateway](#)
- [Rainbow CPaaS Service](#)
- [8058s Cloud Edition Desk Phone](#)

## KEY BENEFITS

- Reliable secure modern communications (voice, video and IM) for guests and staff
- Tapendium integration provides a single device for information and communications
- Simplified operations
- Optimised engagement to create a superior guest experience

## ALE CPaaS integration for guest tablet

