



UNIFIED  
COMMUNICATION  
SOLUTION FOR  
OPTIMAL CLIENT  
SERVICE

## BUDDHA BAR HOTEL

Established in June 2013, the Buddha Bar Hotel is a 5-star boutique hotel with 56 rooms, located in a beautiful eighteenth century mansion in the center of Paris. In this prestigious setting, classical French architecture is blended with the modern, trendy atmosphere of Buddha-Bar. Buddha Bar hotel is owned by the GVE group.

Buddha Bar Hotel features a gourmet restaurant "Le VRAYMONDE", as well as a lounge bar "LE QU4TRE."

The hotel caters to international customers and the Buddha Bar brand has become world renowned for its innovative concept in the restaurant industry, and has been praised from Saint Petersburg, to London and Dubai.

### CHALLENGES

The Buddha Bar Hotel required unified communication within the hotel, offering mobility services to employees and customers alike. This allows employees to be reachable at all times, and offers a convenient customer experience.

The Buddha Bar Hotel wanted to offer a wide range of services to enhance customer's comfort to maintain loyalty while reducing operating costs.

### PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent OmniVista™ 4760 Network Management System

Alcatel-Lucent 4645 Voice Messaging Services

Alcatel-Lucent OmniTouch™ 8450 Fax Software

### WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent's technology is the ideal solution for optimal use of Buddha Bar Hotel's communication services and mobility.

The GVE Group also owns the Raffles Royal Monceau, who were very satisfied with their previous experience with Alcatel-Lucent solutions, and wanted to utilize the same type of equipment for the Buddha Bar Hotel.

FOLIATEAM, Alcatel-Lucent Business Partner, has played a key role in the choice of the solution, from knowing the specific needs of the Buddha Bar Hotel, to installation services and after sales service.

These factors enable the Buddha Bar Hotel to offer the highest quality of customer service.

TO WATCH THE VIDEO: [click here](#)



**Location:** Paris, France

**Vertical:** Hospitality

**Number of users:** 100  
(employees and clients)

**Deal implementation:**  
June 2013

**Business Partner:**  
Foliateam



## BENEFITS



### TECHNICAL

45 employees and 60 customers can currently use simultaneously Alcatel-Lucent Enterprise mobility solution.

The scalability of the solution enables to support an increase in the number of users in a perspective of a growing number of customers and employees in the next 3 to 5 years.



### USER EXPERIENCE

The mobility solution provided by Alcatel-Lucent enables employees to be more responsive and provide optimal customer service.

Its major assets include network optimization and a flexible and reliable phone service for both employees and customers of the Buddha-Bar Hotel.



### FINANCIAL

The Alcatel-Lucent solution enables the Buddha Bar hotel to reduce its operating costs.



**"The mobility offer really brought efficiency to our teams, allowing them to be available at any time and therefore rapidly answer our customers' needs. Today, everyone from the concierge to the maid can connect and share information in real time"**

Loic Le Berre, Director General, Buddha Bar Hotel, Paris, France.