



IMPROVED CUSTOMER EXPERIENCE WITH NEW COMMUNICATION SYSTEM

HOTEL PALACIO DE IVÁN TARÍN

The Hotel Palacio de Iván Tarín is set in one of the most peaceful areas of Teruel, Spain. Located between the mountain ranges of Gúdar and El Pobo, the hotel belongs to Térvalis Group.

This lovely ancestral house from the 17th century has 14 rooms and provides a convivial space by combining a modern infrastructure with a traditional one. Customers enjoy visiting the hotel all year around and can sample the typical meals of the region at the hotel restaurant.

CHALLENGES

The hotel needed to provide an adapted communication solution in order to improve the experience for its customers.

They wanted to complete the installation with a secure WIFI network spanning over the entire hotel.

It was also necessary to facilitate the reception's tasks by improving the communications system.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Office Rich Communication Edition

WHY ALCATEL-LUCENT ENTERPRISE

The Alcatel-Lucent Enterprise's proposed solution would provide a diverse range of features such as consistent connectivity, voice security and one-number services to enrich the customers' experience at the hotel.

Location: Teruel, SPAIN

Vertical: Hospitality and Cruise

Number of users: 20

Deal implementation: February 2013

Business Partner: Masscomm

BENEFITS



TECHNICAL

The upgraded infrastructure is fully automated and has scalable hospitality services, such as multi-language guest services, long-distance calls management and check-out invoicing.

The hotel benefits from improved call resolution, 3G connectivity and high wireless intrusion protection (WIFI security).



FINANCIAL

The Alcatel-Lucent Enterprise OmniPCX® Office Rich Communication Edition helps the hotel to improve management of bookings with better cost control.



USER EXPERIENCE

Thanks to this new technology employees are able to offer a more efficient and professional welcome to guests.



“The improvement has been considerable especially for our guests. The staff using the system is seeing an essential difference with connection speed and customers enjoy the quality of the video-conference system.”

José María Churruca, Hotel manager, Hotel Palacio de Iván Tarín.