

# Little National Canberra

Hotel's flexible staffing model was advanced with ALE technology, resulting in cost savings and operational efficiencies

"The Rainbow communication on Tapendium tablet solution has given us an opportunity to offer a unique room experience. We've seen big cost reductions in operations, infrastructure and staff management. We are strongly looking to scale this solution in our upcoming properties"

*Patrick Lonergan - Director of Hotels, Doma*

Little National Hotel is a business, conference and leisure guest luxury hotel, comprising 120 rooms, at the heart of Canberra's Parliamentary Triangle. Each of the 120 Hotel rooms include all the amenities of a 5-star hotel.

The hotel explored how a technology investment in the cloud would streamline its employee communication and operations, while modernized its room and guest experience. Introducing tablets and enabling voice/video communications via Alcatel-Lucent Enterprise Rainbow™, the hotel consolidated devices, discovered ease of management and reduced costs, while delivering more engagement for a better guest experience.

## CHALLENGES

The Little National Hotel runs a flexible staffing model that maximises resources across the group of hotels. With new hotel facilities coming on board, the group needed an easy way to implement a technology solution, one with a single information source and an integrated phone solution that was flexible and scalable.

Originally the hotels had telephones in the rooms, a printed directory, collaterals and traditional marketing assets. The challenge was to remove those and bring everything on to one device for both the guest and the staff. The ideal solution would enhance guest engagement and communication and deliver the ability to make voice calls and use messaging between guest and staff.

## ACTION

Together, business partner [Chyma](#), Alcatel-Lucent Enterprise and [Tapendium](#), a tablet-based digital solution provider for premium hotels, identified a modernised technology approach for Little National Hotel. The three companies worked to conduct testing and after a successful implementation, the project plan is to expand to three additional sites. Moving to the cloud, leveraging tablets and collaboration solutions delivered a streamlined and modern experience.

## PRODUCTS AND SOLUTIONS

[Rainbow WebRTC Gateway](#)

[Rainbow CPaaS services](#)

[Alcatel-Lucent OmniPCX® Office Connect Evolution](#)

[8058s Cloud Edition DeskPhone](#)

## RESULTS

### Technical Benefits

- Cloud simplifies communication architecture for voice and messaging
- IT team benefits from streamlined management
- Removal of traditional wiring and hardware
- Consolidated communication creates one device for all interactions

### Financial Benefits

- Cloud solution reduces overhead costs
- Reduction in paper printing, logistics and management costs

### User Experience Benefits

- Fewer touch points in the room offer modern, cleaner interiors
- Guests chat message and call on tablets with concierge or outside hotel

WANT TO TALK WITH SOMEBODY?

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## Customer Story

MARKET: HOSPITALITY

DEAL IMPLEMENTED: SPRING 2020

COUNTRY: AUSTRALIA

NUMBER OF USERS: >120  
GUEST ROOMS

COMPANY:

LITTLE NATIONAL HOTEL  
CANBERRA