

Pullman Sydney Hyde Park

Chooses secure, modern telephony for seamless operations

Close collaboration between ALE, Chyma, Pullman Sydney Hyde Park and Accor's head office, enabled a clear, transparent project management approach that ensured smooth implementation and strong stakeholder alignment.

Located in the city's central business district, the Pullman Sydney Hyde Park sits at the epicenter of the arts, retail and business precincts. Situated opposite iconic Hyde Park, the hotel features 241 inviting guest rooms and suites equipped with every possible convenience and boasting striking Sydney views.

CHALLENGES

The hotel was operating on an ageing Alcatel PBX system that had been in place for over two decades. While it had served the hotel well in the past, the legacy hardware was increasingly difficult to support and posed a growing operational risk. The system's age meant limited vendor support, difficulty sourcing replacement parts and challenges integrating with modern technologies. As guest expectations evolved and the hotel's operational needs became more dynamic, the need for a modern, reliable, and scalable telephony solution became urgent.

ACTION

Alcatel-Lucent Enterprise and business partner Chyma modernized the hotel's telephony with Alcatel-Lucent OpenTouch® Enterprise Cloud, delivering a secure, scalable solution via an as-a-Service model. The solution minimized upfront investment while delivering operational continuity and enabling future-ready scalability and cost predictability.

A key solution benefit was the smooth move from the old ALE PBX to the new cloud platform. Chyma used much of the hotel's existing ALE equipment, including guest room and admin handsets, significantly reducing disruption, training requirements and e-waste. This level of hardware reuse and continuity wouldn't have been possible with other vendors and played a major role in the project's fast and successful delivery.

SOLUTIONS

- [Alcatel-Lucent OpenTouch Enterprise Cloud](#)
- [ALE DeskPhones Essential series](#)

RESULTS

Technical Benefits

- Seamless transition from legacy ALE PBX to cloud
- Secure, scalable voice services with centralized management
- Improved reliability and uptime, ensuring high availability and business continuity
- 24/7 remote support and monitoring and real time-time issue resolution
- Support for hybrid working models
- Secure, intuitive call management ensures no lost calls
- Future-proof foundation to address evolving guest and staff needs

Financial Benefits

- Minimizes capital expenditure and supports predictable monthly budgeting
- Investment protection through handset reuse
- Reduced implementation costs with minimal infrastructure changes and no need for retraining
- Flexible scaling for occupancy cycles to match seasonal demand without overcommitting on licenses or hardware

User Benefits

- No disruption to guest services during migration
- No learning curve for staff, enabling immediate productivity
- Stable, high-quality communications to deliver a more responsive and consistent guest service experience
- Reduced complaints related to telephony and better internal communication elevated satisfaction metrics



Partnered with:



Customer Reference

VERTICAL : HOSPITALITY

IMPLEMENTATION : 2025 and
241 Rooms

COUNTRY : AUSTRALIA

ACCOUNT :

PULLMAN SYDNEY HYDE
PARK

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