

TULIP INN

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MODERN COMMUNICATIONS INFRASTRUCTURE FOR BETTER GUEST SERVICE

TULIP INN PADOVA

The Tulip Inn Padova is a 3-star hotel located near the A13 highway heading to Bologna, Italy. The hotel, which was recently renovated, offers its guests quiet and affordable accommodation in Padua.

CHALLENGES

The Tulip Inn Padova chose to completely renew its telecommunications infrastructure in order to provide a better service to its customers and to facilitate the work and productivity of its employees.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Office Rich Communication Edition

Alcatel-Lucent 8028 Premium Deskphone

Alcatel-Lucent OpenTouch Conversation® for iPhone, Android and Window Phone (SMB)

WHAT MADE THE DIFFERENCE?

The Alcatel-Lucent Enterprise solution proposed by Eti System was chosen by Tulip Inn Padova for its single platform that could deliver a better and more efficient communication system for guests and employees.

The hotel also appreciate that the solution would protect its past telephony investments by integrating seamlessly with terminals from other vendors.

Location: Padua, ITALY

Vertical: Hospitality

Number of users: 24 employees & 112 guests

Deal implementation: June 2015

Business partner: Eti System



BENEFITS



TECHNICAL

The quality of communications is higher thanks to the Alcatel-Lucent 8028 Premium Deskphones.

The solution makes the management of hotel services simpler.



FINANCIAL

Costs are streamlined through the use of VoIP lines in SIP Trunk as well as the implementation of a single platform for managing traditional and mobile IP telephony terminals.



USER EXPERIENCE

Check-in and check-out services have been optimized and simplified.

The new phones enable the staff to communicate more simply and efficiently.



“Eti System, an Alcatel-Lucent Enterprise certified partner, has been able to offer the Hospitality Alcatel-Lucent Enterprise solution features during the renewal process of Hotel Tulip Inn Padova’s communication infrastructure, improving user services and helping to improve our infrastructure.”

Nadir Sarikurt, General Director Hotel Tulip INN Padova