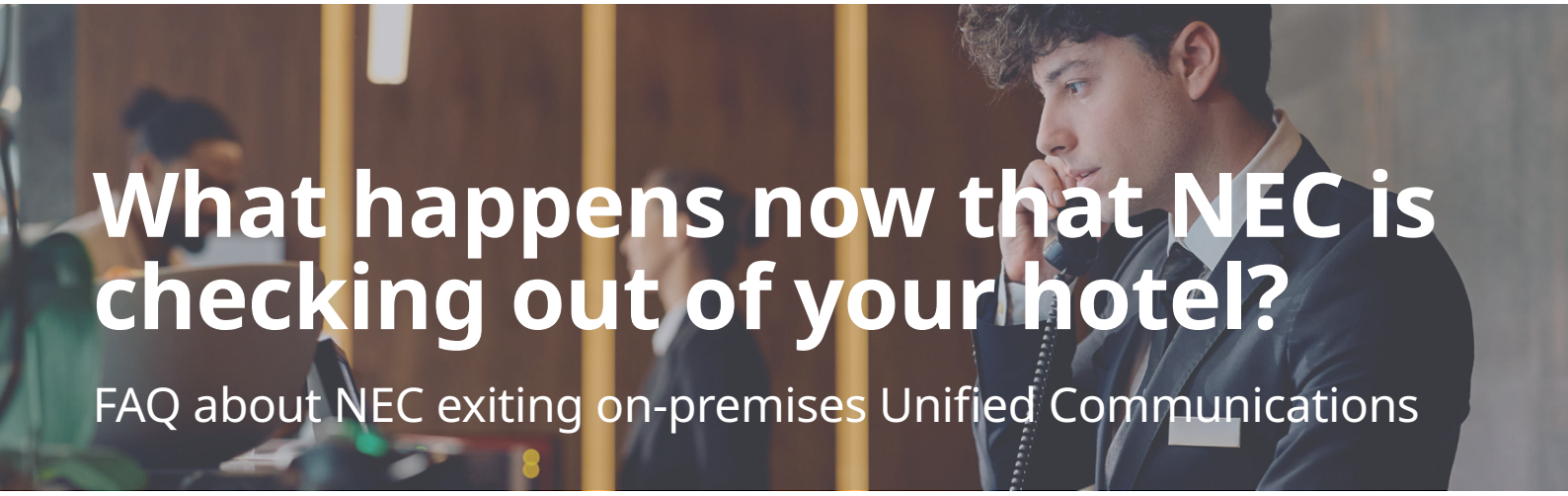
PIRAMID SOLUTIONS

Alcatel·Lucent Enterprise



What happens now that NEC is checking out of your hotel?

FAQ about NEC exiting on-premises Unified Communications

Why does NEC exiting premises-based PBX matter to you?

NEC has announced that it is exiting the premises-based private branch exchange (PBX) business in all markets outside of Japan, but for many hotels, on-premise PBXs remain a crucial communication tool. It is imperative for hotels to explore options to replace NEC once support disappears.

What challenges is the NEC pullout creating for your on-premises Unified Communications (UC)?

- NEC has not outlined a path for customers who want to stay with premises-based systems
- NEC offers no choice other than cloud-based communications
- If staying with on-premises, hotels must find new vendors, and transition can be daunting
- Hotels need help protecting and supporting on-premises investments, prioritizing reliable on-premises systems that integrate seamlessly with their existing infrastructure
- Hotels will be faced with replacing aging hotel PBX without support from NEC
- Hotels need to avoid overpaying to keep the old equipment running, which can be five times the cost of installing new equipment
- Your phone system must become a priority. It's critical to your infrastructure, but traditionally takes a back seat to other capital expenditures. You can't afford not having a strategy in place.
- Retraining of hotel staff is mandatory
- There is no flexibility in how you accommodate your hotel's communication needs
- Making your UC work within a larger context is a challenge. Voice today is just one component of a larger business communications infrastructure.

Why do on-premises and hybrid UC still offer some unique advantages?

There are five main areas in which an on-premises UC system can be particularly beneficial to a hotel: Deploy a fully secure solution (E2E encryption and LTI standards)

- **Security**: Keep guest information, data and communications private and secure
- **Control**: Experience more and better management of communications and productivity than what is available via the cloud
- **Reliability**: Ensure no downtime for communications or reservations if there is a network or Unified Communications as a Service (UCaaS) outage
- **Integration**: Enable a blend of standard and customized guest services across locations
- **Cost-savings and scalability**: On-premises or private-hosted models are often less expensive and can preserve existing investments

Why does choice matter?

NEC's move reflects the ever-growing adoption of cloud-based communication solutions, but it may not be the right choice for everyone. Current research shows that there are higher adoption rates of on-premises and private-hosted UC platforms, with a smaller percentage planning to move to UCaaS.

On-premises, private-hosted, and hybrid UC platforms all offer unique advantages to help your staff to deliver a rich, seamless guest experience. It allows you to select the service delivery model that is right for you. It gives you better control of your communications and security integration not currently available with UCaaS. Hybrid solutions add access to cloud-based features and functionality while preserving your existing on-premises and private-hosted platform investments and limiting retraining costs and reinvestment in IP PBX.

The choice of deploying a communications platform isn't about cloud or on-premises, it's about total flexibility to choose what you need and when you need it.

Why should you consider Alcatel-Lucent Enterprise for your mission-critical telephony and UC Needs?

At Alcatel-Lucent Enterprise, we understand the critical importance of uninterrupted communications. We're dedicated to supporting hotels like yours with a choice of mission-critical communication solutions, both on-premises and in the cloud. Here's why we stand out:

1. **True commitment to on-premises solutions**

   As one of the vendors with a genuine dedication to on-premises mission-critical telephony and UC, we prioritize the specific needs of customers and industries that continue to rely on this infrastructure.

2. **Diverse solutions portfolio**

   We ensure flexibility to meet the unique requirements of every organization and offer a comprehensive suite of on-premises, cloud, and hybrid UC and telephony solutions. Our consistent functionality across all platforms ensures a seamless experience for staff and guests.

3. **Seamless migration**

   We understand that transitioning can be daunting. That's why we offer seamless migration paths, addressing commercial, technical and operational considerations to make the transition as smooth as possible.

4. **Rock-solid reliability**

   You can trust in rock-solid, always-on, mission-critical telephony with ALE. Our solutions have been tried and tested by hundreds of thousands of users around the world.

5. **Strong presence in hospitality**

   ALE has established a strong global UC foothold. Our solutions are tailored to meet the unique challenges and demands of your industry, ensuring maximum efficiency and reliability. ALE is committed for the next decade and beyond to the hospitality business, and we've taken the market's most modern innovative approach to technology in the last decade.

What's the bottom line?

Effective communications require technology and support choices that can be tailored to your exact needs while being intuitive, fully immersive and simple-to-use. Choosing to remain on-premises can directly affect your hotel's communication quality, staff productivity and your bottom line. Alcatel-Lucent Enterprise understands on-premises challenges and will support the transition that is best for your business. If your strategy includes both moving to the cloud and utilizing a hybrid of on-premises and cloud, we have the expertise to help you get what you need, when you need it, at your own pace.

If NEC checking out of your hotel has you looking at your UC options, and you want to learn more about empowering your staff to deliver personalized guest communications, please click here.

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