CASE STUDY



NOORUS SPA HOTEL

Newly built in 2014, the Noorus Spa Hotel is located on the gorgeous Estonian seashore, and combines amazing architectural design with pure customer service and comfort in its 114 rooms. In the 19th century the town of Narva, where the Noorus Spa Hotel resides, was famous for being the favorite vacation place for many of the elite members of the Russian cultural and scientific communities. Today, "The Pearl of the Baltic coast" still displays the charm that has captivated visitors for years.

CHALLENGES

Noorus Spa Hotel required a joint communications network with the possibility for centralized configuration.

The hotel also needed a modern operating management system to enable the effective planning of accommodation, scheduling of SPA procedures, and tracking of customer payments.

In addition, Noorus Spa Hotel wanted to integrate a management system for the maid service and parking gate.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server

Alcatel-Lucent 4039 Digital Phone

Alcatel-Lucent 4019 Digital Phone

Integration with the Fidelio hotel property management system

WHY ALCATEL-LUCENT ENTERPRISE

Noorus Spa Hotel selected the Alcatel-Lucent Enterprise solution for its high flexibility, and for having easily upgradable properties and customizable configurations, which could be tailored to meet its needs.

Location: Narva, ESTONIA

Vertical: Hospitality

Number of users: 184

Deal implementation: April 2014

Business Partner: Adventus Solutions

BENEFITS

TECHNICAL

The new communications system is designed and enhanced as a pay-as-you-grow architecture, set up to support the company's further development.

All future maintenance will be provided by Alcatel-Lucent Enterprise's certified partner, Adventus Solutions, ensuring the hotel has expert support.

FINANCIAL

Thanks to the new solutions internal calls no longer represent costs.

USER EXPERIENCE

The new communication system reduced response time to incoming calls which improves the customer service experience as well as internal collaboration.

"This voice transmission system meets our requirements and allows us to provide highly efficient services to our customers. We appreciate the fact that the system can be modernized and extended in line with the company's growth. I am pleased to say that we became partners with Adventus Solutions, because they understand our needs, offer highly qualified specialists, and provide professional services and maintenance."

Polina Nadelyueva, Project manager, Noorus Spa Hotel.

enterprise.alcatel-lucent.com To view trademarks visit: enterprise.alcatel-lucent.com/trademarks. (April 2015)

Alcatel·Lucent Enterprise