Historic Seaside Hotel Improves Communications with iPECS

The Langham Hotel: a case study

Authorised Reseller

iPECS
AN ERICSSON-LG BRAND

Profile Summary

langham hotel

Industry: Hospitality

Staff: 60

Rooms: 77

Business Overview Established in 1913, the family run Langham Hotel is situated on Eastbourne's Royal Parade and was the town's first four star hotel.

The Langham Hotel , Eastbourne's first 4 star hotel

Challenges

"The existing telephone system was approximately 10 years old and we were aware the technology had developed and moved on." said Reception Manager Peter Lee. He continues, "It served our basic business requirements but wasn't able to meet our needs moving forward as we wanted to communicate more effectively with our customers and staff."

Additional cabling was required to integrate any new IP based system to the existing network. The Hotel is over 100 years old and offers challenges when it comes to infrastructure.

Peter also highlights, "It was key for us that our guests were not inconvenienced at the time of any upgrade. We wanted to retain our excellent reputation via our social media channels"

The Langham's mobile phone costs were high as this was the primary method of contacting the managers. A more cost effective solution was required to reduce these operational costs from the business.

Hotel established March 1913

Requirements To upgrade the hotel's telephone system, providing improved communications internally and future-proofing the capability and scalability for years to come.

If you are faced with the same challenges, contact Network Digital on 023 8047 5900 for a free communications review

Improved communications at reception and throughout the hotel

Solution

Network Digital recommended the award winning iPECS UCP100 phone system from Ericsson-LG. This Unified Communications Platform is designed to meet SME and Enterprise communications needs and incorporates multiple mobility solutions to improve business productivity and decrease communication expenses.

Due to the nature of the hospitality industry, staff are rarely in one location so the system's DECT and Wi-Fi phones, along with the UCS mobile client now provides a feature rich and reliable communications platform for internal mobile workers.

The UCP100 has many features, able to be switched on remotely if required in the future. Peter gives an example, "We had a handset update in 2017 and activated a voicemail feature for some managers so customers could leave direct messages for them."

Family run since 2005, the business features an AA Rosette restaurant

Results

Deploying long range wireless handsets solved the mobile call charge issue as all internal calls are now free of charge.

Network Digital completed all the new cabling as part of the installation with respect given to the decoration and period features of the building.

Features and applications can be accessed as and when required, futureproofing the platform.

"The installation and switchover of the new system by Network Digital went very smoothly and all aspects were perfectly managed prior to the work", states Peter.

Benefits at a glance

- Scalable and futureproof
- Low monthly cost
- Usability improved
- Easier communication

Call Network Digital on 023 8047 5900 or alternatively email

info@networkdigital.co.uk