

The Hotel Beaurivage At your service!

The Hotel Beaurivage* (a traditional-style hotel in the Loire Valley) suffered from a traditional-style PBX which no longer corresponded to their guests' needs.

With 8 employees looking after 90 rooms, and international guests (both business and tourist) providing all-year-round turnover, the hotel's needs were complex, from bookings to check-in/out, room

services, metering, admin, reception desk services, messaging... it was hardly surprising the traditional PBX was as stressed as the staff!

They desperately needed a centralised solution that would provide a much-improved service to their guests.

The key to success

Alcatel offers a range of solutions specifically designed to meet the needs of the hotel.

After a consultation with the Beaurivage, their telecom consultant, an Alcatel Business Partner, knew the Alcatel **OmniPCX Enterprise** Hotel Pack 150 was the right solution at the right price for them.

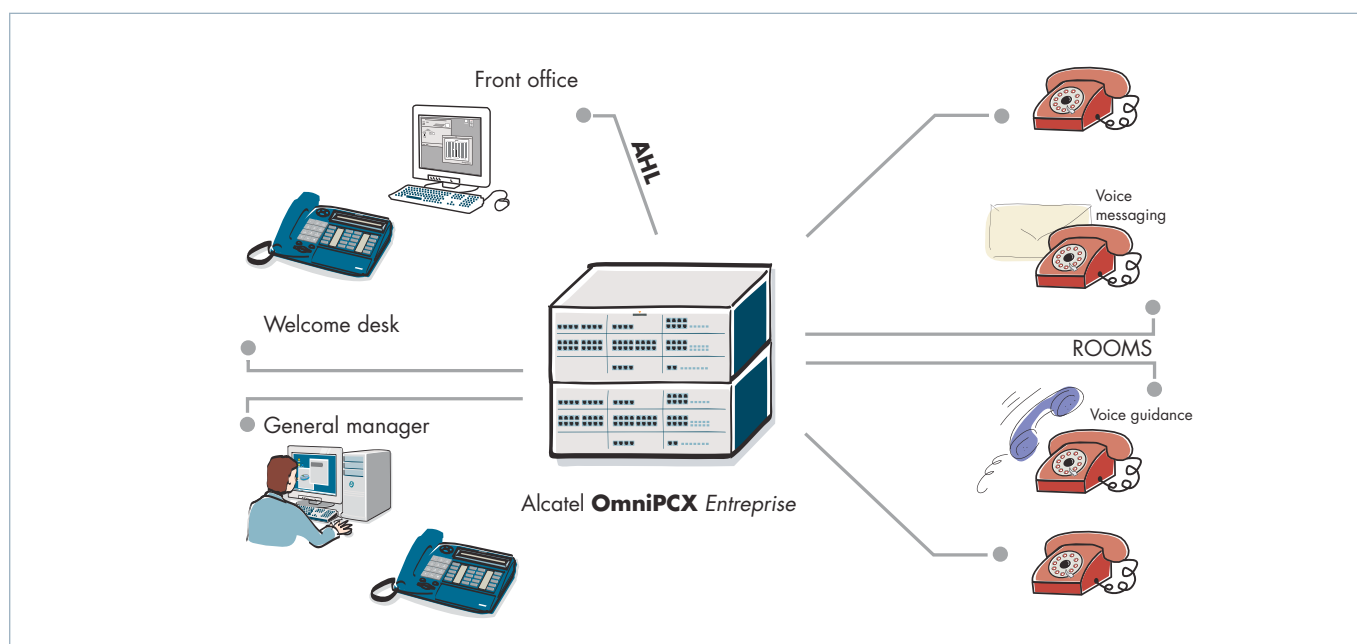
The full hotel solution provided by Alcatel is really designed for Beaurivage's specific requirements, and it's future-proof – they can add to its scope and capabilities as and when the needs arise. Staff training is quick and enjoyable because the system is so easy and intuitive.

A five-star service for guests

The Alcatel **OmniPCX Enterprise** Hotel Pack 150 integrated seamlessly with the Alcatel Application Partner's Hotel's Frontoffice solutions. Now when a guest checks in, vital information such as room and telephone number, first and last name, wake-up time, language preference and other requests are all

*From reservations
to room service –
Alcatel **OmniPCX Enterprise**
– wins five stars from
guests and staff of this
French hotel!*

* Virtual company, any resemblance is fictitious.



entered into one file, instantly on-screen whenever that guest is being dealt with. When the guest arrives in his room, there's a welcome message in his own language – even Japanese! – which tells him about all the services on offer.

The new user-friendly telephony solution results in a better, quicker, more comprehensive service for the guests, increasing customer satisfaction and loyalty.

Guests love the messaging solution, the individual Voice Mail, the Voice Guide in their language, the classical wake up function...

... and the staff benefits too!

Alcatel's solution has brought significant benefits to the Hotel Beaurivage's staff, too. The simplicity of operation has greatly increased the employee's productivity: reservation & administration tasks are simplified, offering the possibility to improve financial performance by controlling communication costs. For example: call charging is strictly controlled, and personalized bills are automatically generated.

Looking to the future

The Beaurivage staff can concentrate on the guests without having to worry about communications. The future? They're looking at implementing a mobile DECT phone system for cleaning staff. They're very happy to have chosen a system that's capable of easy expansion – they're going to need it!

The Beaurivage chose the Alcatel solution firstly for improved service, reliability and future-proof evolutivity. Then, using the Alcatel OmniPCX Enterprise Hotel Link, it was possible to effortlessly connect with the front desk system, simplifying operating transactions. And last but by no means least, the Alcatel solution represents the best quality/price ratio available on the market.