Empowered by Innovation

NEC

Hilton The Hague

Customer
Hilton The Hague The Netherlands

Industry
Hospitality

Challenges
- Fully integrated hospitality communication solution based on low Capex
- Integration with security systems and fire-alarm, PMS and guest service / rapid response system
- Integration with other Hilton Hotels in The Netherlands for central reservation and call overflow

Solution
- SV8300 IP communication platform
- Integration with Hilton's PMS (OnQ)
- IP DECT mobile communication solution
- Messaging solution – integrated with
  - Fire-alarm
  - Building Management System
  - Guest Service – rapid response system

Results
- Integrated security and communication platform
- 1 mobile device for voice, data, messaging, guest service and security
- Lower operational costs
- Opportunity for yield management across multiple Hilton Hotels in NL, thanks to overflow / reservation line

www.hilton.com

"Our decision to select NEC is based on their in-depth knowledge of the hotel-Industry in combination with a can-do approach." - Jan van der Putten, Cluster General Manager Hilton Amsterdam Airport Schiphol, Rotterdam & The Hague.

Challenges

The newly built Hilton The Hague had the unique opportunity to set up, develop and deploy integrated hospitality communication solutions in order to serve guests and facilitate staff based on latest available technology and solutions when it opened doors in 2010. Besides providing highest possible guest satisfaction and staff efficiency, challenges were to provide full integration with security systems, fire-alarm and BMS, with the guest service / rapid response system and with the hotel's PMS.

The hotel communication system furthermore had to satisfy the needs of the operator (integrated functionality) as well as the owner (low Capex), and required integration with other Hilton Hotels in The Netherlands for overflow of calls and the central reservation department.

All reasons for Hilton The Hague to select a trusted and experienced partner to propose and implement this advanced communication solution.

Solution

The hotel is equipped with the leading edge IP communications server UNIVERGE® SV8300, as well as with an IP DECT mobility communication solution fully integrated with peripheral solutions such as rapid response and fire-alarm systems.

Besides the IP voice platform, the Hospitality Communication Solution comprises of a messaging solution which integrates with the Fire-alarm server and the Building management system, as well as the Smart Butler rapid response system from Jaybee for enhanced guest services. Integration with the hotel's Property Management System is provided by the Tiger application which also takes care of call accounting.

The solution provided, comprises hospitality communications from NEC as well as from complementary technology solution providers:

- NEC UNIVERGE® SV8300 IP communication server
- NEC IP terminals for front & back-office and staff
- NEC IP DECT mobile communications solution
  (infrastructure, antenna's, terminals)
- NEC messaging solution
  (integrated with fire-alarm, BMS and guest service)
- Tiger for PMS-interface and call-accounting
- OnQ – PMS
- Smart Butler from Jaybee, for guest service / rapid response
- Telematrix terminals for the guest rooms

Results

The integrated security and communication platform provides a high level of service and security, while easing management and keeping operational costs to the minimum.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Service to guests is optimised by deploying NEC's wireless IP-DECT mobility solution and a messaging solution that is integrated with a rapid response system.

Staff only requires one mobile device to give them access to voice, data, messaging, guest service and security.

The overflow / reservation line implemented offers significant opportunity for yield management across multiple Hilton Hotels in The Netherlands.

Interfacing with the Hilton Worldwide PMS On-Q provides:
- Improved GOP, thanks to higher efficiency and lower operational costs as a result of the tighter integration achieved
- Increased guest satisfaction and higher RevPAR, due to the fact that the system set-up enables hotel staff to react to guests' needs in a swift and personal manner.

About

Hilton is the proud flagship brand of Hilton Worldwide and the most recognized name in the global lodging industry.
Hilton The Hague is the 5th Hilton Hotel in The Netherlands which has selected NEC as their partner for hospitality communications.

The other Hilton Hotels in The Netherlands which are equipped with the NEC hospitality communication solution are:

Hilton Amsterdam

Hilton Amsterdam Airport Schiphol

Hilton Rotterdam

Hilton Royal Parc Soestduinen

HILTON WORLDWIDE

Hilton

For further information please contact your local NEC representative or:

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