

Holiday Inn Hamburg City Nord



Customer

- Holiday Inn Hamburg City Nord

Industry

- Hospitality

Challenges

- Enhance guest experience
- Increase efficiency
- Drive profits, REVPAR and GOP

Solution

- NEC IP communication server SV9100
- Integrated communications platform inclusive of back-office terminals, PMS-interface (Opera) and guest- as well as staff voicemail
- Mobile communications throughout the hotel

Results

- Efficient management
- Shortened response times to guest requests – higher guest satisfaction
- Lowered costs
- Increased safety and security

www.hi-city-nord.de

“It’s thanks to NEC’s in-depth knowledge of the hotel-industry, its dedicated team and their huge experience with communication systems in 4-star hotels that we decided to invest in the leading Hospitality Communication Solutions of NEC, when we opened doors in Fall 2017. In NEC we found the trusted partner we were looking for.”

“Furthermore, the fact that Beterspace, the leading German player in the field of Digital Guest Communications, was the representative from NEC - as their certified Hospitality Partner - only added credibility, to the overall solution”.

Bernd Mensing, General Manager Holiday Inn Hamburg City Nord and Area Manager Hamburg

Challenges

When opening a new hotel, it is critical to have a state-of-the-art communication solution in place. Not only to guarantee the highest level of guest service, but also to increase efficiency and drive safety and security, for both staff and guests.

Overview

The implemented NEC IP communication server comprises sophisticated communications and messaging facilities to enhance the guest experience, increase hotel staff efficiency and drive profits. Service to guests, as well as the internal communication between staff, is optimised by deploying the latest available technology components from within the NEC Hospitality Portfolio.

IP terminals are used by staff at the front- and back-office, while the guest rooms are equipped with analogue handsets from Bittel. Integration with the hotel’s Property Management System (Opera) is provided by the in-skin FIAS interface residing in the NEC SV9100 IP-PBX. With this solution, there is no need for 3rd-party middleware and additional servers, resulting in higher costs and complexity.



beterspace



Bernd Mensing, General Manager Holiday Inn

Solution

Solution components NEC Hospitality Communication Solution:

- NEC IP communications platform SV9100
- NEC IP terminals
- NEC in-skin FIAS interface, bidirectional
- Technology partners
 - Opera (Oracle)
 - Bittel

Results

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Guests are better served thanks to shortened response times and the increased efficiency of the personnel has led to lower costs for the hotel.

Using an integrated communications and security system not only increases efficiency, but also presents management with a holistic view on information and communications.

About

A slender glass tower overlooking the Stadtpark, Holiday Inn® Hamburg – City Nord hotel is a 10-minute drive from Hamburg Airport (HAM). Kids stay and eat free at the all-day brasserie in the streamlined Open Lobby and 12 hi-tech meeting rooms meet all work requirements. Carefully designed guest rooms aid rejuvenating sleep and the 18th-floor Skydeck offers views of dancing city lights after dark.



For further information please contact your local NEC representative or:

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