

Integration of Local Hotel PMS with iPECS eMG 800

iPECS
Your Communications Solution



100-300 Ext.



Hospitality



iPECS eMG 800



Hotel Marrakech
Le Semiramis



About the client

The Semiramis is a first class hotel with 180 rooms and suites, located in a magnificent 4-hectare palm park in the heart of the other city of Marrakech, in Morocco.

Located a few minutes from the famous Djemaa El Fna square, it has all the qualities to guarantee guests have a wonderful time and the space for relaxation. We offer an ideal framework for hosting seminars and conferences.

www.hotel-marrakech-semiramis.com

Summary

Ericsson-LG Enterprise's iPECS technology has contributed to the modernization of this hotel through the integration of the telephony solution with the hotel management system, thus enhancing the value of the telephones in the rooms.

In addition, the reliability and stability of the system enabled the hotel to offer its customers better telephone service resulting in a successful customer experience.

Challenge

While Semiramis hotel was undergoing a refresh of its facilities they needed to have a new communications solution to replace the existing obsolete and unstable platform.

As budgets were increasingly limited, it was important to have a solution from a renowned manufacturer at a cost compatible with the budget allocated. The system also needed to be deployed in the shortest possible time without affecting the service from the hotel.

Products

System

- iPECS eMG 800

Terminal

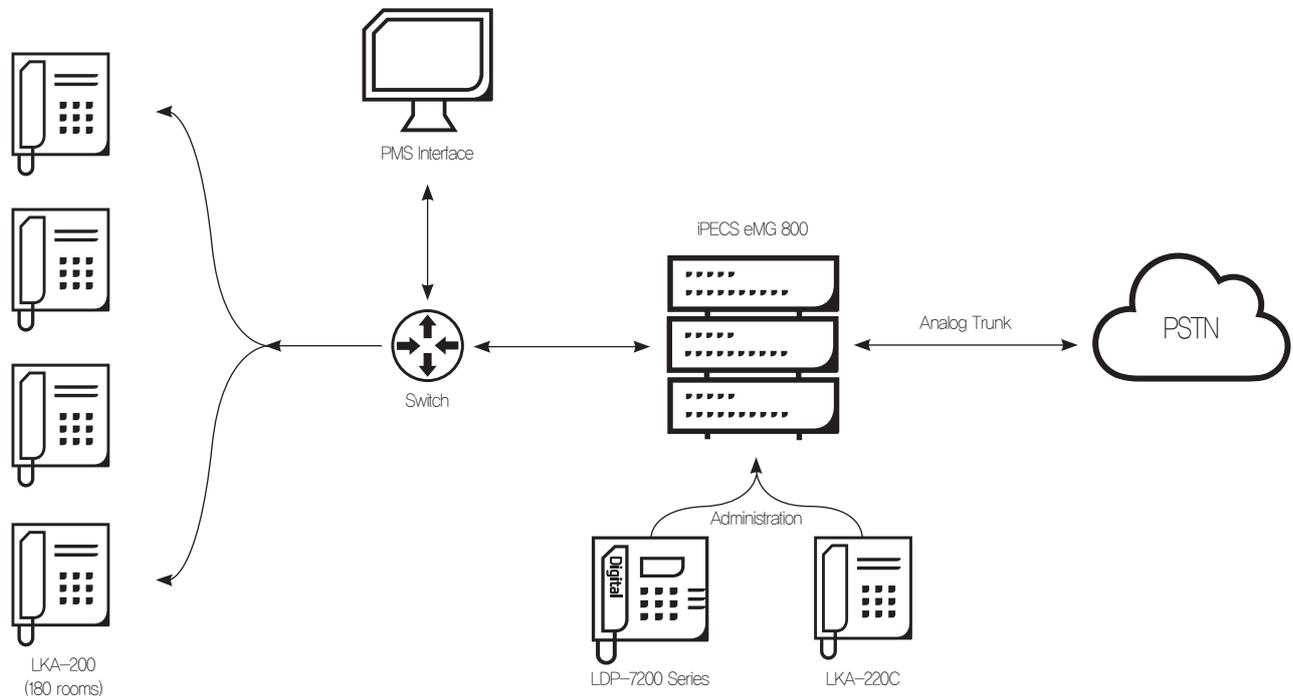
- iPECS LDP-7200 Series

Application

- Integration with Local PMS



Utilizing iPECS Technology for an Optimal Hotel Service



Solution

The iPECS eMG 800 emerged as the ideal solution for optimal use of communication services. Convinced by the relevance and functional richness of the iPECS solution, the hotel management took up the challenge of upgrading some of the company's wiring and replaced the existing telephone platform without interrupting its daily operational activities.

- An iPECS eMG 800 system with 3 cabinets
- A capacity of 13 operator trunks and 244 analog & digital phones
- Voicemail of 100 hours for recording greetings and hosts of the establishment
- Creation of different groups with advanced call forwarding and pick-up rules to allow better management of customer requests by limiting the rate of call loss
- A simplification of the hotel management, thanks to interface between eMG 800 and the PLURIEL PMS used by the hotel

More than 250 stations have been replaced, favoring the installation of analogue stations in replacement of the old digital stations originally deployed in the rooms, optimizing the budget allocated to the system as a whole.

Benefits

- The first benefit is a gain in stability and reliability, allowing the hotel staff to focus on its business activity.
- The experience of the user has also been improved by setting up groups of stations and using digital stations with indicator LED's for line supervision : finished unanswered calls and busy tones.
- The integration between the iPECS solution and the PLURIEL management software also made it possible to simplify the invoicing of station calls and facilitate the management of check-out.
- Having a hybrid solution made it possible to realize a significant financial gain by minimizing the number of digital stations deployed, reserving the latter to hotel staff and extending the use of analog terminals in 180 hotel rooms.