

Case Study

HotelBOSS

Hotel Boss, strategically located, is a new hotel brand to debut in the last quarter of 2015. A 19-storey building, Hotel Boss features 1,500 guest rooms with eleven room types. Every guest room comes with complimentary high speed WiFi access, internet-connected 40" LED TV with cable channels, USB charging socket, electronic safe, mini fridge and other amenities.

Located in the city centre, Hotel Boss is nestled between Singapore's two eclectic cultural enclaves, Kampong Glam (Arab Street) and Little India, making it an ideal getaway for tourists after a day's adventures or business meetings.



Solutions

Integrated NEC Smart Hospitality Solution, consisting of:

- Fiber Network for all vertical to eliminate multicore cabling and save space.
- UNIVERGE SV9000 series IP Communication Server with
 - ISDN Gateway
 - IP Terminal for Admin & back of House
 - UG50 high density analog gateway for all floor to support 1500 guest room
- Express 90 channel Hotel Voice Mail for room status, hotel wake up calls and integrate with customer proprietary PMS to automate room status posting to the PMS
- 1500 Guest Room Terminals

Results and Derived benefits

- Reduce messy MDF room and save cost
- Speed up room status posting and increase efficiency.
- Lower TCO
- One-Stop shop all solutions coming from one vendor, via NEC certified hospitality partner

" I am very pleased with One-net's in-depth knowledge of the hotel industry and its dedicated team who is well-versed with our requirement. The reliability of NEC UNIVERGE communications solution is proven as we have been using their solution for all properties in Singapore since day one. We are delighted with their excellent service and support, and they will continue to be our trusted partner in communications."

Mr M. Ng – Property Director

Challenges

The newly HotelBOSS had the unique opportunity to set up, develop and deploy integrated hospitality IT & Communication solutions in order to serve guests and facilitate staff based on latest available technology and solutions when it opened doors in 2015. Besides providing highest possible guest satisfaction and staff efficiency, we also provide solutions for the following:

- Reduce messy cabling on MDF, save space and deploy cost effective analog telephones in guest rooms
- Provide Hotel Voice response solution for room status, wakeup calls and full integration with the hotel's proprietary Property Management System
- Provide high level of functionality at low operational costs.

All reasons for HotelBOSS to select a trusted and experienced partner to propose and implement an advanced Hospitality Communications solution.

