Yotel Singapore

Yotel flagship hotel in Asia open on 1st October 2017 on 366 Orchard Road, the most vibrant shopping and entertainment hub in Singapore. Flanked by iconic shopping malls, restaurants and hotels, guests can enjoy world class shopping, great food and entertainment right on their doorstep. Orchard Road's bustling and incredible vibrant culture is also a perfect complement to the dynamic YOTEL brand.

Yotel Singapore concept lets guest experience the space-age and futuristic living environment the moment guest checks-in. Self-service kiosk and robots deliver amenities to guest rooms.

Solutions

Integrated NEC Smart Hospitality Solution, consisting of:
- GPON Network for all vertical to eliminate multicore cabling and save space
- UNIVERGE SV9000 series IP Communication Server with
    - ISDN Gateway
    - Full duplex redundancy
    - NEC IP Terminal for Admin & BOH
    - Business Connect (BCT) operator
    - Conference server
    - Hospitality interface to hotel middleware
- Guest Room IP Terminals

Results and Derived benefits
- Systematic and neat cabling in MDF room, which saves space and cost
- Shorten call waiting time with prompt response, which offers high standard of guest service
- One-Stop solution provider for our communication needs
- High reliability of NEC Communication System to ensure efficiency and smooth operation on 24/7
- A lower TCO as another great advantage
- Ease of use and user-friendly features enable short learning curve of every staff

Challenges

The first Yotel hotel in Asia was looking for a reliable Hospitality Communication System with integration to various hotel technologies and its back-end operation system, as well as an experienced team to service and maintain the high standard requirement.

In-line with Yotel's concepts and high demands of guests, redundancy in communications is crucial to drive optimal efficiency into the hotel's operations and offer a reliable voice platform for superior guest services.

As a forward-thinking technology-led brand, Yotel Singapore set themselves apart by embracing future-forward technology that appeals to today's digitally savvy travellers. Hence, a seamless technology offered by a committed and dynamic solution partner is the selection criteria and choice of Yotel Singapore.

UNIVERGE NEC SV9500

High Available Power

High Available Software

High Available Hardware

System Redundancy

"With the strong market presence of NEC worldwide and in-depth knowledge of the hotel industry of One-Net Communications, we have full confidence in their seamless and advanced communication system that is able to meet our requirement and enhance guests experience. As we are on 24x7 by 365-day business, we are very pleased with their ongoing service and technical support, which provides us with a total peace of mind."

Mr Stephen David
Director of Information Technology