

## Sheraton Towers Singapore



A 5-star luxury hotel located in the heart of the city.

Centrally located in Singapore, the hotel is a short 10-minute walk from the bustling shopping district of Orchard Road. The Newton Interchange train station next door linking the Downtown and North South Lines also makes the hotel easily accessible to the Central Business District and major places of interests.

Boasting 420 tastefully-adorned guestrooms, each room is comprehensively equipped with modern facilities and conveniences to deliver the ultimate stay experience.



### Solutions

Our NEC Integrated Smart Hospitality Solution was implemented, which is consisting of **UNIVERGE SV9000 series IP Communication Server** with:

- Full Duplex redundancy
- Business Connect (BCT) Operator
- ISDN Gateways
- Digital Terminals for BOH
- NEC Express5800 Servers
- Express Voice Logger

(Capable of supporting existing 420 rooms guestroom terminals)

#### Results and Derived benefits:

- Investment protection on their existing guest room terminals
- Improved guest room service with BCT Operator intelligent routing
- Shortened response time to guests' requests, hence guest service and satisfaction is improved
- Threat Management with voice logger that improves dispute resolutions
- Improves customer service standard and efficiency by evaluating operators' service level to guests



A snapshot of the logger for Threat Management

### Challenges

Sheraton Towers was looking for a solution provider who could provide a comprehensive solution for technological refreshment of their current aging PABX, as well as an efficient on-going service support. Their current system had come to the end of the product life span and could no longer meet their operational needs. Old technology platform, high power consumption and space consuming hardware were their main challenges.

In addition, one critical requirement was to retain the existing guestroom terminals, in which the new communication system is capable of supporting.

One-Net Communications has taken every detail of the customer's requirements into planning and architecting the solution to fully meet the requirements and even exceed their expectations. After a stringent evaluation process, One-Net was chosen as their vendor or rather a partner to work and grow together.

*"It was not an easy decision to upgrade to another brand of communication system, especially after using our old system for many years. The highest level of commitment and professionalism demonstrated by One-Net Communications, has since built full confidence in us to entrust them to handle our major upgrade and migration with minimal downtime.*

*We are very pleased with the excellent service from their Sales to Technical & Support Team, hence we hope to continue working with them as our trusted partner and advisor in communication solution."*

**Ms Julia Chua ( Information Systems Manager )**  
 Sheraton Towers Singapore Hotel