

## Customer Success Story

# Grand Chancellor Hotels



### Background

#### ICONIC HOTELS ACROSS AUSTRALIA & NEW ZEALAND

Experience the warm, approachable hospitality that sets Hotel Grand Chancellor properties apart as comforting and inviting destinations that make life on the road feel more like life and less about the road. We understand that while every trip is unique, all travellers enjoy a friendly smile and familiar comforts. We pride ourselves on offering a gateway to enriching experiences for discerning business and leisure travellers alike, courtesy of our premier collection of hotels.

Our Australian hotels are conveniently situated in vibrant locations, including on Currie Street and Hindley Street in Adelaide, along with sought-after locations in Brisbane, Hobart, Launceston, Melbourne, and Townsville. In New Zealand, you'll find our centrally located hotels in central Auckland City and the heart of Wellington at James Cook.

### Industry: Hospitality

#### ■ Challenge

The hotel group is looking to replacing all their ageing Digital and Analog PABX across many brands with a latest VoIP system.

One of the biggest challenges for the group was trying to consolidate their communications platforms. They have many traditional PABX system sitting on an old cabling infrastructure, integrating with Hotel PMS using a few different PMSi vendor and there was a desire for a new, more efficient, integrated system that could help get them down to one instead.

And with 2,000 rooms to support, the management team knew that it would be critical to select a vendor who is capable of providing consistent service and uptime with a support team ready to step in at a moment notice when needed.

After careful study and evaluation processes, they awarded the contract to **Excel Services Pte Ltd**, their current vendor for Hotel WiFi and IPTV and one of the leading Yeostar PABX Partner, under One-Net Communications Pte Ltd.

 **Solution Benefit**

- **Yeastar P-Series Appliance Edition**
- **Fanvil H5 display Guest Room Telephone**
- **Ruijie Network Solution**

Our value-added proposal suggested to use its existing guest room **Ruijie Network** as a backbone of this migration which would eliminate the hassle and trouble in running new and intensive network cable in an operational hotel. This has greatly contributed to a very fast and smooth migration from current old system to the new system within a night.

**Yeastar P-Series phone system** offers an all-around upgrade to the hotel communications infrastructure.

It has an embedded PMS integration interface, compatible with most of the existing hotel phones, and offers superior hospitality-centric features that take their hotel communications and services to the next level.

**Fanvil H5** is a great and affordable choice for hotel IP phone. Possessing a 3.5-inch color screen, hotel could customize the information (such as hotel's address, logo, related phone numbers and more) on the screen.

- **Yeastar - Direct connect to PMS (FIAS) without middleware**
- **All-In-One solution - Cost effective solution to owners and operators**
- **Redundant solutions – Peace of Mind**
- **Fanvil Hotel phones – Customised Screen Information**

With the high standard of service delivery, professionalism and dedicated support, Grand Chancellor Hotels has gained full trust and confidence in our solution offering and team's expertise.