



The Customer

The Royal Victoria is a 100 year old hotel in Llanberis, at the foot of Mt Snowden in Wales. The hotel has 106 rooms over 30 acres of picturesque grounds.





## The Challenge

The Royal Victoria's 20 year old Mitel system, with separate analogue voicemail system, needed to be replaced. The Hotel required a modern communications solution to help improve their business efficiency and service to guests.

- Call logging to help monitor business performance and control costs
- Provide communications to mobile members of the team such as the night porters
- Connect the hotel's 160 employees
- Improve guest WiFi internet access
- Reduce spend on line rental and call charges

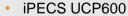


We have already seen a growth in the number of positive reviews on TripAdvisor, commending us on the high level of customer service we provide. I have no doubt that this is a result of the improved communications we now have in place around the hotel thanks to the iPECS".

Steven Lee, General Manager



## **Key Features**



- 20 digital extensions providing access to communications for hotel staff
- 106 analogue extensions throughout guest rooms
- SIP trunks
- Enhanced mobility for night porters via mobile twinning



## The Solution

- The UCP600 was chosen because it offered a cost effective, featurerich, SIP-connected solution.
- The iPECS system allowed the Hotel to retain their existing legacy infrastructure, blending their current analogue technology with IP and SIP.
- iPECS reliability and resilience, combined with remote and on-site engineering support, ensures complete peace of mind.
- iPECS utilises SIP connectivity that provides significant savings on line rental and call charges, as well as providing flexibility and business continuity. These savings also offset the cost of a dedicated fibre lease line allowing high speed internet WiFi access to guests and staff.



