

Renaissance Tuscan Il Ciocco Resort & Spa



Customer

- Renaissance Tuscan Il Ciocco Resort & Spa, Lucca, Italy

Industry

- Hospitality

Challenges

- Enhance guest experience
- Increase efficiency

Solution

- UNIVERGE® SV8100 communications server
- Integrated IP communications platform
- Interconnection with Fidelio via in-skin PMS board
- 256 analogue and 16 digital extensions
- UM8000 Voicemail system
- 2 operators with NEC terminals
- 10 NEC terminals for the back offices
- 200 hotel room and 200 bathroom phones

Results

- Efficient management
- Shortened response times to guest requests – higher guest satisfaction
- Lower TCO

www.marriott.com/hotels/travel/lcvbr-renaissance-tuscany-il-ciocco-resort-and-spa

“Thanks to NEC’s in-depth knowledge of the hotel-industry, dedicated team and longtime experience with communication systems in premier hotels, we decided to invest in NEC’s leading Hospitality Communication Solution, when we re-opened doors in 2012 installing a new PABX and new phones.”

“Since the installation of the communication solution of NEC we have improved our response times to our customers, optimized our communication between departments and the positive perception of our guests during their stay has improved as well. In NEC we have found the trusted partner we were looking for!”

Mr. Georges Midleje, General manager

Renaissance Tuscan Il Ciocco Resort & Spa

Challenges

Renaissance – being the lifestyle brand of Marriott Hotels and Resorts – is all about experience. The guest journey and experience (before check-in, during and after check-in) is the single most important promise of the brand. Therefore – communication is critical, to deliver on this promise! To enhance the guest experience, increase efficiency and drive prof-its, the Renaissance Tuscan Il Ciocco Resort & Spa was in need of a system based on state-of-the-art technology and applications.

Solution

As solution to address the hotel’s challenged NEC’s UNIVERGE SV8100 IP communications server was proposed. The solution comprises sophisticated communications and messaging facilities to enhance the guest experience, increase hotel staff efficiency and drive profits. It supports the 400+ terminals installed in the hotel, which include analogue, digital and IP connections.

SV8100 is an IP communication platform that fully supports Unified Communications as well as mobility solutions combined with typical hotel features. The SV8100 flexibility ensures that hoteliers have the widest choice of communications devices for guest bedrooms. These include wired and wireless analogue, digital and IP/SIP hand-sets with the freedom to choose from NEC’s own range of attractive

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and feature-rich devices or any bespoke or off the shelf handset utilizing open standards.

The SV8100 has a feature-rich, built-in PMS interface supporting hotel specific features. This enables the integration of hotel PMS / Call Accounting / guest-orientated voicemail systems.

The PMS Integration with Fidelio-Opera supports features such as:

- DDI direct call to room after check-in
- DDI barred when checked-out
- Guest Name display: when guest calls the operator or the back office, digital terminals, after check-in
- Voicemail

Using integration to the Property Management System, the operator screen will show any available information about the caller and the department/room they are trying to reach.

Results

Full integration with the hotel's Fidelio Property Management System is provided.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Guests are better served thanks to shortened response times and the increased efficiency of the personnel has led to lower costs for the hotel.

Using an integrated communications and security system not only increases efficiency, but also presents management with a holistic view on information and communications and adds to guest and staff security.

About

The Renaissance Tuscany Il Ciocco Resort & Spa is a resort of great appeal, located within a 600-hectare estate, where its modern design meets nature's colours in the green and uncontaminated Tuscany. The hotel has 180 rooms, including classic and executive valley view rooms, and three new Junior Suites. The rooms have been designed in detail in order to offer guests a comfortable environment and are refined in terms of materials and colours.

Each room features spacious, comfortable beds, LCD HD televisions, WiFi, minibars and, last but not least, a spectacular view of the Serchio Valley mountains. There are extensive facilities for meetings & events, including 11 meeting rooms fully equipped with every amenity and ready to host any event up to 900 persons.



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