

# The Dorint Hotel Hamburg Eppendorf



## Customer

- The Dorint Hotel Hamburg Eppendorf, Germany

## Industry

- Hospitality

## Challenges

- Increase efficiency
- Reduce costs
- Increase guest-service
- Need for trusted partner

## Solution

- NEC Hospitality Communication Solution, consisting of;
- UNIVERGE® SV8100 communication server
- Flawless integration with PMS (Opera)
- Connected to analogue telephones
- Com4Voice, NEC's dedicated partner for Hospitality in Germany

## Results

- Increased efficiency
- Lower operational costs
- Improved guest & employee satisfaction
- Holistic view on communication

[www.hotel-hamburg-eppendorf.dorint.com](http://www.hotel-hamburg-eppendorf.dorint.com)

**Dorint**  
Hotels & Resorts

“This state-of-the-art facility enables us to provide our guests the best possible service and our staff find the system very enjoyable to work with.”

Andreas Rühlicke,  
Managing Director of the Dorint Hotel Hamburg Eppendorf

## Challenges

The challenges management at the Dorint Hotel Hamburg Eppendorf faced was increasing the level of service while reducing costs in combination with achieving a higher level of efficiency.

To combine both efficiency for the hotel-operations, as well as increase guest-service, the Dorint Hotel Hamburg Eppendorf, was in need of integrated communication solutions.

Essential needs were to serve guests as well as staff and to increase efficiency supported by state-of-the-art technology. All reasons for the Dorint Hotel Hamburg Eppendorf to select a trusted and experienced partner to advise and implement the NEC Hospitality Communication Solution.

## Solution

The management of the Dorint Hotel Hamburg Eppendorf found this trusted and experienced partner in Com4Voice, a dedicated NEC partner specializing in communication solutions for the hospitality industry. With its dedication to the hospitality sector, Com4Voice provides advice, solutions and services tailored to the needs of each client. Following their advice, the hotel is now equipped with the leading edge IP communications server UNIVERGE® SV8100. Despite its IP functionality and capabilities, the system also supports analogue extensions which made it possible for the hotel to use the current installed analogue phones in the rooms.

The communications platform is fully integrated with the hotel's Fidelio Suite 8 Property Management System which provides a flawless solution for all operational departments.

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Egon Keller, managing Director Com4Voice, comments: "NEC's SV8100 is a very powerful communication server and an ideal basis to provide hotels such as the Dorint Hotel Hamburg Eppendorf with an advanced and integrated communication solution. Its rich functionality and cost effectiveness make it a perfect fit for our markets".

## Results

The fully integrated communication platform has resulted in improved guest satisfaction while providing significantly lower operational costs at the same time. Guests are served speedily and effectively, while staff efficiency has increased thanks to the enhanced functionality.

The integrated system furthermore provides management of the hotel with a holistic view on its communication and operation.

Andreas Rühlicke, Managing Director of the Dorint Hotel Hamburg Eppendorf states: "We are extremely pleased with the advice we got from our trusted communication partner Com4Voice to implement a hospitality communication solution from NEC. This state-of-the-art facility enables us to provide our guests the best possible service and our staff find the system very enjoyable to work with."

## About

Since 15 September 2011, Dorint Hotels & Resorts are once again present in Hamburg with a hotel for you to enjoy. The new Dorint Hotel Hamburg-Eppendorf is located in the gorgeous city precinct of Eppendorf. It is a newly-built building that is both modern and stylish, and it was opened in 2011 as a new contribution to the Hamburg cityscape.

Eppendorf is widely regarded as one of the trendiest parts of Hamburg – its art nouveau buildings, terraced houses and numerous brick-built villas with ivy-ranked facades lend an incomparable flair to the district. The name Eppendorf is derived from Old German and means "waterside village". And that is what it essentially still is – with neat streets, small and exquisite stores, galleries, antique dealers, cafés and pubs there to be explored beside Lake Alster.

At the heart of this trendy part of town, right next to the Hamburg-Eppendorf University Clinic, the Dorint Hotel Hamburg Eppendorf is ready to pamper you with luxury 4-star comfort. Thanks to its strategic location in relation to airport, city centre, the Hamburg congress centre and the exhibition centre, it is the perfect starting point for each and every occasion.

The Dorint Hotel Hamburg Eppendorf offers:

- 195 total rooms
- 181 double rooms
- 14 Suites
- 181 non-smoking rooms
- 3 rooms for the disabled
- Restaurant 'EPPO'
- Bar 'seventy-two'



*Andreas Rühlicke,  
Managing Director  
Dorint Hotel Hamburg Eppendorf*



For further information please contact your local NEC representative or:

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