

Courtyard Belgrade City Center



Customer

- Courtyard Belgrade City Center, Belgrade, Serbia

Industry

- Hospitality

Challenges

- Integration with the hotel's PMS
- Stylish and fully featured guest room phones

Solution

- UNIVERGE® SV9100 communication server
- IP DECT mobile communication solution
- UM8000 VoiceMail/Unified Messaging solution

Results

- Efficient management
- Shortened response times to guest requests – higher guest satisfaction
- Staff mobility throughout the hotel

www.marriott.com/hotels/travel/begcycourtyard-belgrade-city-center/

“The NEC Hospitality Communication Solution and NEC’s IP DECT wireless telephony provide up-to-date communication facilities to our staff, as well as higher levels of service to our guests.”

Mr. Mislav Mikašek, General Manager Courtyard Belgrade City Center

Challenges

To keep up with the advanced needs of its discerning guests, as well as further enhancing the efficiency and service levels of its staff, the Courtyard Belgrade City Center hotel was in need of modernizing and enhancing its communication solution when it opened doors in 2015 as the 1st Marriott Hotel in Serbia.

Besides providing highest possible guest satisfaction and staff efficiency, challenges for the new communication solution were to provide full integration with the hotel's Property Management System and ensure staff are equipped with appropriate communication tools in order to provide excellent guest services. To deliver on this promise, quality communications was critical!

Solution

NEC business partner in the Balkan area, ProCodex d.o.o., was invited to participate in the tender and proposed a smart and advanced hospitality solution. Following their advice, the hotel is now equipped with leading edge systems including IPTV, telephony, WiFi, networking and fire alarm. The hotel's communications system is based on NEC's UNIVERGE® SV9100 server. Besides its IP functionality and capabilities, the SV9100 system also supports analogue extensions, which made it possible for the hotel to use analogue phones in the rooms, public areas and elevators.

To provide full coverage for mobile communications of hotel front & back office staff, ProCodex proposed NEC IP DECT wireless infrastructure. The communication system supports 150 analogue telephone terminals for the guest rooms, 30 IP terminals for hotel staff as well as 30 wireless G266 IP DECT phones for mobile staff throughout the hotel.

Results

NEC's SV9100 is a very powerful communication solution and an ideal basis to provide hotels with an advanced and integrated communication solution. The fully integrated platform provides a high level of service and security, while easing management and keeping operational costs to a minimum. The SV9100 communication platform is fully integrated with the hotel's Opera Property Management System which provides a flawless solution for all operational departments.

Utilizing an integrated communications and security system not only increases efficiency, but also presents management with a holistic view on information and communications.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Service to guests is optimised by deploying NEC's wireless IP DECT mobility solution in combination with integrated messaging.

About

Situated in the heart of the city on Republic Square, a short walk from the shops and restaurants of Knez Mihailova and the cobbled streets of Belgrade's Bohemian Quarter, the Courtyard Belgrade is easily accessible for international visitors, with just a 20 minute drive from Belgrade's Nikola Tesla Airport.



The 114-room property is comprised of 112 standard rooms and 2 studios, all of which have 42-inch Smart LED TV and complimentary Wifi. The Courtyard Belgrade City Center meets the needs of both business and leisure travellers with convenient services including a meeting room, a 24 hour shop for refreshments, a restaurant serving breakfast, lunch and dinner, and a fitness center.

Around the clock travellers can enjoy appealing and convenient food and drink options, and the hotel's dynamic lobby features free Wifi, flexible seating and smart, inspiring interior design that welcomes and invigorates guests.



For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

North America (USA)
NEC Corporation of America
www.necam.com

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com