![Unify logo]

A powerful, flexible and efficient unified communications solution for the Lenkerhof gourmet spa resort

lenkerhof
gourmet spa resort

Atos

The 5-star hotel in Simmental offers its discerning guests an excellent service and personal care down to the tiniest detail. To achieve that, employees of one of Switzerland's most adolescent luxury hotel must be able to rely on a top-class telecommunications system, operating round the clock.

The task

The purely analog telephony system used at the Lenkerhof Hotel was already more than 20 years old. As a result, more and more terminal devices and modules could no longer be repaired or upgraded at a reasonable cost due to the lack of available spare parts or components. When calls were forwarded internally; from the reception to the spa zone, or to room service – the caller's number was not transmitted, meaning guests had to state their name and room number again. The Mountain and Ski Restaurant Bühlberg, which is part of the hotel, had a separate, unreliable telephone connection. As a result, the restaurant was often very difficult to access for making reservations, both inside and outside the hotel. In addition, the hotel's DOS-based alarm server was not state-of-the-art and so could no longer meet the high requirements of the hotel's own new security concept

The solution

After an in-depth analysis of requirements and consulting, the 5-star hotel's long-standing integration partner swisspro submitted a tailor-made comprehensive offer. The new central hybrid telephony system would be a combined solution consisting of Atos Unify OpenScape Business and the Atos Unify OpenScape Alarm Response server. The hotel's front-office system was connected to OpenScape Business via an interface. For the back-office staff, Outlook was integrated with the Atos Unify OpenScape UC Suite on the desktops. The hotel's new hybrid telephony system supports both VoIP and DECT phones. It now covers the entire interior and outside grounds of the expansive hotel complex and can be expanded at any time to meet changing service needs. The Bühlberg Mountain Restaurant and "Südschnee" Snow Bar were integrated by means of a radio relay network and IP-capable end-user devices.

The benefits

The hotel and Mountain Restaurant can be reached by guests and partners at all times, as befits the hotel's up-market service concept. The one-number service means every call received under the hotel's central number is answered quickly and personally by a member of staff. Calls are no longer routed to a queue or mailbox, but forwarded directly to the mobile phone of an employee who can be reached – no matter the time of the day.

Thanks to the UC Suite's Outlook integration, back-office staff always have a clear overview of the entire call and contacts list. Linking the solution with the front-office system means the name of the guest is now shown on the end-user device when calls are forwarded. In the event of an emergency, the Unify OpenScape Alarm Response server enables not only guests, but also defined first responders to be alerted immediately from the reception and all necessary evacuation steps to be initiated.

More personal and efficient care

Thanks to the hotel's new unified communications solution OpenScape Business, guests can now easily reach a member of staff at Lenkerhof. Since the Bühlberg Mountain Restaurant is now integrated in the hotel's central telephony system (by means of a radio relay network and an internal extension), the reception can identify and take all other incoming calls if the Mountain Restaurant's line is engaged. That means the hotel and restaurant do not miss a reservation inquiry and their discerning guests also feel they are provided with attentive and personal care on the phone, as well – as befits the philosophy of a luxurious, yet very familiar service to which this Switzerland's most adolescent 5-star hotel is absolutely committed.

Quick and seamless integration with little need for training

The entire UC solution was integrated and implemented quickly and seamlessly while the hotel operated as normal, without any interruption or impairment to business continuity. OpenScape Business proved to be so flexible that, apart from the new IP phones in the Mountain Restaurant, the room phones and the hotel's DECT phones, the caretaker's lovingly restored, historical rotary-dial telephone was able to be integrated seamlessly in the system by means of a small adapter. Since the new complete solution is extremely intuitive to use, only minimum training was required and it was accepted very quickly and effectively by all employees.

Front-office system integration enhances the level of service

Thanks to integrating OpenScape Business into the front-office system, the name of guests is automatically linked to their room number when they check in. When calls are forwarded internally, the guest name appears on the staff member's device – whereas before not even the phone or room numbers were displayed. The room telephone, an item that is now a must to gain five stars, is also enabled for calls when the guest checks in. Calls are disabled automatically when guests check out so that they do not incur any unnecessary costs for calls they have not been made. In addition, chambermaids can type in a key code stored in the system on their device to call reception and inform it, for example, that the room is clean and ready for use.

« OpenScape Business from Atos Unify enables us not only to make our entire internal and external communications more efficient, but also supports many work processes that are the foundation for the first-class service we offer guests. That reduces the workload on service, front- and backoffice staff and gives them more time to provide our guests with even more personal care. »

Jan Stiller,
Director of the Lenkerhof gourmet spa resort and Bühlberg Mountain Restaurant

« Thanks to OpenScape Business, we can now also provide our guests with personal care over the phone, around the clock and without any waits – as befits the upmarket concept of our 5-star hotel. With the OpenScape Alarm Response server, we also ensure that our employees and guests enjoy maximum security in every situation. »

Jan Stiller
Director of the Lenkerhof gourmet spa resort
and Bühlberg Mountain Restaurant

In every situation: maximum security for guests

In exceptional emergency situations that hopefully will never arise, such as a fire or flood, all guests and the defined first responders can be alerted immediately at the touch of a button with a special alarm phone at the reception. Since the OpenScape Alarm Response server was expanded into a fullyfledged evacuation system as part of implementation, all necessary evacuation measures can also be initiated immediately

if necessary. Yet even in normal operation, guests' security has been taken into account down to the tiniest detail. If an alarm is raised in the sauna, for example, it is no longer only signaled acoustically in the sauna zone or at the reception. All helpers intended to be notified are automatically alerted on their DECT phone and clearly shown where the emergency was sounded.

Outlook integration with the UC Suite reduces the workload in the back office

Outlook integration means backoffice employees have a clear and convenient overview of the entire call and contacts list on their PC. As a result, they can keep full track of all communication processes with the hotel's suppliers and partners. Unanswered inquiries and mistakes due to the fact that names or numbers to call back are noted down incorrectly are thus finally a thing of the past.

Expansion of the solution with Mobile Client already being planned

With its wide range of benefits, OpenScape Business makes a major contribution to relieving the workload on service, front-office and back-office staff at Lenkerhof Hotel and makes their communication more efficient; not only with every guest, but also with all external partners and suppliers. This means that employees have more time to devote to caring personally for their guests – an ideal situation that ultimately generates greater customer satisfaction and loyalty and helps the hotel maintain and strengthen its outstanding long term reputation. The hotel is so satisfied with its unified communications solution from Atos Unify that it is already planning together with its preferred integration partner swisspro to expand it with Atos Unify OpenScape Mobile Client.

About Atos

Atos is a global leader in digital transformation with 110,000 employees in 73 countries and annual revenue of € 12 billion. European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos|Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

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