

 Unify OpenScape 4000

A state-of-the-art telephony system for the legendary hotel



BADRUTT'S PALACE

ST. MORITZ • SWITZERLAND

Atos

Badrutt's Palace Hotel in St. Moritz is one of the most prestigious hotels in the world. The hotel also wants top-quality telephony: Swisscom's modern solution from Atos Unify is the answer.

“Swisscom has an expert for every problem. It is a great pleasure to work with them.”

Stefan Zimmermann
Head of IT, Badrutt's Palace

The Task:

1000 connections and kilometres of old cables

120 rooms, 37 suites, up to 520 employees, service at the very highest level: Badrutt's Palace Hotel is a landmark of St. Moritz. The top-class hotel impresses royal families and other high-profile guests and aficionados from around the world. Their high expectations should also be fulfilled with regard to telephony, is the belief of General Manager Yves Gardiol. He regarded the existing solution as no longer up-to-date. “We were looking for a reliable system and a partner with extensive expertise,” said Stefan Zimmermann, Head of IT, of the initial situation. “We were operating around 1000 connections in an extensive building with an infrastructure that had evolved over time.”

The Solution:

Stable basis with useful additional functions

Swisscom was quickly identified as the right partner for the complex modernization project. The company presented a solution based on the Atos Unify OpenScape 4000 communications system from Atos Unify. It supplies the entire hotel with digital telephony.

Across-the-board DECT installation enables wireless telephony. At two call centre work stations, calls are received and managed on the PC. The concierge function is particularly useful: it automatically displays the guests' names and room numbers. It is also possible to see whether an employee is currently available, or in a meeting, for example. OpenScape is also connected to the front office system: this greatly simplifies guest check-in and check-out and the billing of call charges.

The Benefits:

Satisfaction all round

How is the new solution performing in day-to-day work? Stefan Zimmermann: “Our guests greatly value the streamlined, modern room devices with multi-lingual menus.

Employees praise the many useful functions that save them time. And management is satisfied, because we have been able to improve processes: calls are taken more quickly, messages can be recorded quickly and easily and reports are easy to create. There are many details that make our guests and employees satisfied!”

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Authorized Circuit

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