



Success Story

First-class communication for the 5-Star Superior Schloss Fuschl, A Luxury Collection Resort & Spa with a flexible and high-availability complete solution



Schloss Fuschl, A Luxury Collection Resort & Spa is a unique 5-star superior establishment in the Salzburg region of Austria and one of Europe's top destinations for unforgettable stays. Its idyllic location on Lake Fuschl attracts visitors who can enjoy the resort's golf course, spa facilities and classic car excursions. The communication solution now matches the resort's superior 5-star level."

Challenge

The communication infrastructure needed an innovative upgrade. The existing system neither met the latest technology nor the high expectations of a luxury 5-star resort. Spare parts for assemblies, servers or devices were increasingly difficult to obtain, and system updates were no longer economically viable. Booking and front office applications sometimes malfunctioned and failed. Overall, the hardware was no longer fit for purpose. The resort managers wanted an innovative solution for the 900 users, and a reliable integration partner capable of implementing all of the applications quickly while providing long-term support.

The Solution

Unify partner MEHOKO Meinhart & Heldele GmbH won the tender to be the new integration service provider. Extensive expertise, fast on-site support and personal contacts were decisive. Following a thorough analysis, Unify's OpenScape 4000 IP system was selected. For increased system stability and greater availability of all functions, MEHOKO virtualized the existing hardware servers and extended them with the intelligent OpenScape Contact Center and the OpenScape Alarm Response solution (OSCAR). OpenScape Branch was used to connect the resort's outlying areas to the new architecture and the front and back office were equipped with a customized unified communications (UC) solution. Visitors and staff alike can now enjoy all of the possibilities that the latest in communication technology can offer - just as you would expect from a top-rated establishment like Schloss Fuschl, A Luxury Collection Resort & Spa.

The Benefits

It is the guests who ultimately benefit from the new innovative communication system. Whether they are out on the golf course, in the Schloss museum or luxury suite, guests can get onto the Internet quickly and make calls with IP technology while enjoying the best in voice quality. In the event of an emergency, OpenScape Alarm Response immediately alerts defined first responder groups and initiates evacuation steps. In addition, OpenScape Contact Center optimizes personal service. Reception staff can immediately pass on queries and concerns to the right people. Thanks to front office integration and the UC solution, the entire call and contact list is always transparent. Hotel staff can use the mobile app to access important functions and applications at any time and from any place on the resort's extensive grounds, or from a home office.

More communication, lower costs

The new UC solution at Schloss Fuschl, A Luxury Collection Resort & Spa is not only future-proof, it brings long-term economic benefits. The new hybrid system has effectively reduced servicing and maintenance costs and spare parts procurement. The IT department can resolve minor issues and in all other cases quick and cost-effective support is provided by regional partner MEHOKO. The existing front office system was retained, but useful applications were added. The integration of Hospix means that reception staff can now easily activate the phones in guest rooms at check-in and deactivate them again when guests check out. Hospix also enables reception staff to view call and contact lists and clearly document charges on the invoice.

«Schloss Fuschl, A Luxury Collection Resort & Spa offers its guests 5-star superior services. It's great that our new communication system can now offer the same.»

Christian Blaschitz IT Manager



Modern communication across the resort

With a golf club, a fishery, a museum, two luxury hotels and a whole lot of nature - Schloss Fuschl, A Luxury Collection Resort & Spa is extensive. To enable flawless communication across the resort, outlying areas were connected to the main system via OpenScape Branch. This solution has proven to be fail-safe and cost-effective in practice and is recognized as a leading solution in the industry. An integrated firewall with encrypted SIP and management signaling ensures maximum security and performance. And, the best thing of all is that guests and staff alike can communicate using the latest devices, whether they are in the restaurant, the spa area, or at the bathing jetty.

Easier work with UC functions

View the contact details of suppliers with ease, contact coworkers effortlessly, make arrangements more simply, quickly activate room phones, set up Internet access without fuss - the new communication system at Hotel Schloss Fuschl includes the latest unified communications services that simplify the work carried out by staff. Seamless integration with the familiar front office system enables staff to use the same operating procedures. And the mobile app means staff can work just as easily on the move as they do in the office. For example, they can set up phone calls via the hotel system, adjust call diversion or presence status, and access all their saved contacts, whether it is on Outlook, ERP or CRM.

«Guests deserve an unforgettable stay with us. And this includes first-class communication. It's fantastic that Unify und Mehoko have made this possible.»

Christian Blaschitz IT Manager



«What we particularly like is that we can continue to use our existing room phones with OpenScope 4000 and that we didn't have to purchase new devices.»

Andreas Zybell, Hotel Manager

Maximum stability with high investment protection

A key advantage of OpenScope 4000 is that the hybrid solution supports both traditional and modern technologies and systems. This means that many of the existing devices could be integrated, which delighted the resort management since investments already made were protected. The new system is also easily integrated into any data center with a virtual architecture. This meant that individual hardware servers for the various hotel applications could be gradually virtualized without having to lose important functions. This also sustainably optimizes system stability and ensures high availability of all critical business processes for Hotel Fuschl Resort in the long term - without any major follow-up investments in the future.



Maximum security with OScaR

Unify's responsive OpenScope Alarm Response solution ensures fast assistance in an emergency situation. Whatever the incident may be, guests, staff, and emergency services can be automatically alerted. OScaR is fail-safe and integrated into the new communication structure at Schloss Fuschl. The designated hotel staff have extensive security functions available to them. They know immediately where the alarm was triggered, they can at the same time notify the police, fire department, and rescue service, and they can initiate evacuation measures within seconds to ensure the safety and security of guests and staff. Internal security is automatically alerted on their DECT phone and they get a message telling them where the emergency alarm was triggered and can react immediately.

Centralized communications for delighted guests

Thanks to the new OpenScope Contact Center, all customer inquiries are now pooled and managed centrally, including if a guest is looking for a room upgrade, wants to change their day of arrival, would like an immediate travel confirmation, or generally has a question about the Schloss Fuschl's offerings. Hotel staff can quickly and easily transfer a customer's inquiry to the right person who can then competently help the customer. For example, if a call from Spain appears on the display, an employee who can speak Spanish can connect to the call by pressing a button and the caller will be delighted to hear a pleasant greeting in their own language.

«So that our guests can enjoy the best in communication at all times, we need a service provider we can rely on to provide quick and reliable support if there are problems. As a regional partner, MEHOKO more than meets this need.»

Andreas Zybell, Hotel Manager

Images: Schloss Fuschl Betriebe GmbH



About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

unify.com



Provided by your Unify partner



Meinhart & Heldele GmbH
Mauermannstrasse 8
5023 Salzburg
Österreich

+43 662 276600-0
office@mehoko.at
<http://mehoko.at>

M3HOKO

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Mies-van-der-Rohe-Strasse 6, 80807 Munich, Germany

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