

Certified NEC Hospitality reseller Key Solutions
lowers costs and raises guest experience

The Gotham Hotel, Manchester



Customer

- The Gotham Hotel, Manchester

Industry

- Hospitality

Challenges

- Overcome separate routes of communications
- Address high operating costs
- Merge separate sub-systems
- Increase efficiency
- Need for a trusted partner

Solution

- NEC UNIVERGE SV9100 communications platform
- Integration with PMS
- Bittel / Jacob Jensen telephones in the guests rooms

Results

- Improved guest satisfaction
- Lower operational costs
- A single, integrated system with the PMS

Applications

- 6x Mobile Extension licenses



“The NEC SV9100 hotel-communication solution was expertly installed and supported by Key Solutions - a certified NEC Smart Hospitality Partner for the UK which gives us the confidence that the solution delivered will provide a very high level of customer service and operational efficiency, which is essential to the hotel.”

David Pride, Vice President IT, Bespoke Hotels



Challenges

The 4-star Gotham Hotel in Manchester was faced with communications based on dated technology and sub-systems that divided the communications among staff into separate pillars. In addition it faced high operating costs due to the intensive use of GSM mobile phones among staff in the hotel. Aiming to reduce these operational costs and to increase efficiency by advanced communications, the hotel turned to a trusted partner, experienced in hotel communications, to address these needs.



About

The spectacular Hotel Gotham in the heart of mid-town Manchester opened in April 2015 to major acclaim with Bespoke Hotels fulfilling the promise to make it 'a fun, witty destination and a little bit naughty'. It aims to be the sexiest hotel in Europe'.

The completely new hotel in the central conservation area of Manchester is set in one of the city's grandest, listed buildings - a former bank premises at 100 King Street designed by Edwin Lutyens and referenced in Pevsner's Architectural Guide.

The Art Deco building features carvings by local sculptor John Ashton Floyd, and was dubbed the 'King of King Street', due to its grandeur, size and castle-like design.

The building hit the national news in 2010 when it was alleged that safe deposit boxes containing jewellery, gold and master tapes from Joy Division and New Order recording sessions were found on the site.

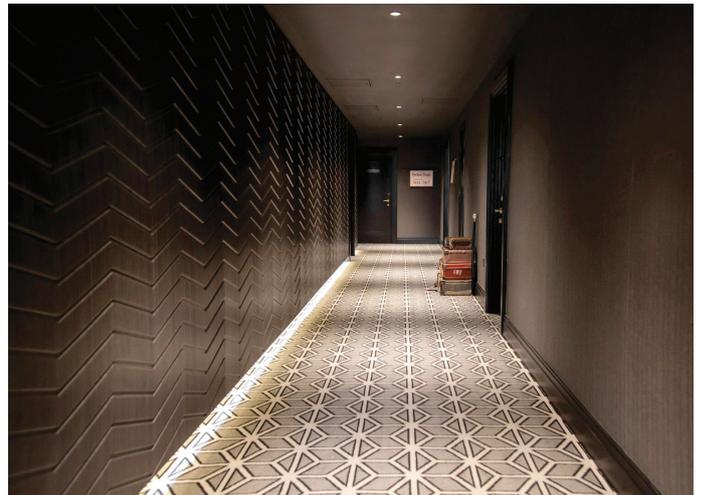
Solution

The Gotham Hotel, Manchester selected NEC in the UK to improve their guests' experience, increase efficiency and drive profits.

After analysing the hotel's operation and the needs for improvement, NEC advised the hotel to implement a Hospitality Communication solution including Mobile Extension functionality. This enables a user with system phone functionality straight to their mobile while on the move - but without the cost.

Results

Kees van Donk, Director Hospitality EMEA at NEC: "The fully integrated communication platform has resulted in improved guest satisfaction while providing significantly lower operational costs at the same time. The key factors which help achieve this are the ease of use of the handsets, the integration with both the PMS and with mobile phones, and the management of the system as a whole.



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