

Hospitality and Mobility Solutions for High Quality of Customer Services

iPECS
Your Communications Solution



About 300 Ext.



Hotel



iPECS UCP



**Blue Lagoon
Princess**



About the client

Blue Lagoon is a group of 5 star and 4 star luxury hotels on the beautiful islands of Kos and Karpathos and now in Halkidiki (North Greece).

Each hotel is unique in its own way. The latest addition to the group is the Blue Lagoon Princess, a 5 star modern hotel, which offers everything the sophisticated tourist would expect; luxury and comfort, several pools and Spa, children's facilities and sports.

www.bluelagoongroup.com

Summary

The Blue Lagoon Princess Hotel, a 5-star modern hotel in North Greece was taking into consideration a seamless communication solution with high stability. They were previously operating multiple networks as buildings are spread out by services. Also, all staff needs to be connected wherever they are to serve customers with the highest quality of services. To meet their needs, they chose the iPECS hospitality solution with iPECS UCP and integration of Fidelio PMS. In addition, they realized they could have mobility by adding the iPECS DECT solution.

Challenge

The Blue Lagoon Princess Hotel consists of a main building with about 100 rooms, reception offices and technical departments, and several more smaller buildings which accommodate luxury rooms and bungalows, a total of over 300 extensions. Cabling from the remote buildings are gathered in 3 different racks in terms of copper UTP cables, and the 3 racks are connected to the main building through multi-mode fiber optical cables. There is no direct copper connection from the remote buildings to the main rack, just LAN through fiber. Moreover, the complete hotel premise is distributed over a huge area with multiple restaurants, bars, internal and external pools and much more, both indoor and outdoor. It is very important for the hotel staff to be able to communicate throughout the whole area using a stable and efficient mobility solution.

Products

System

- iPECS UCP
- Fidelio PMS interface license

Terminal

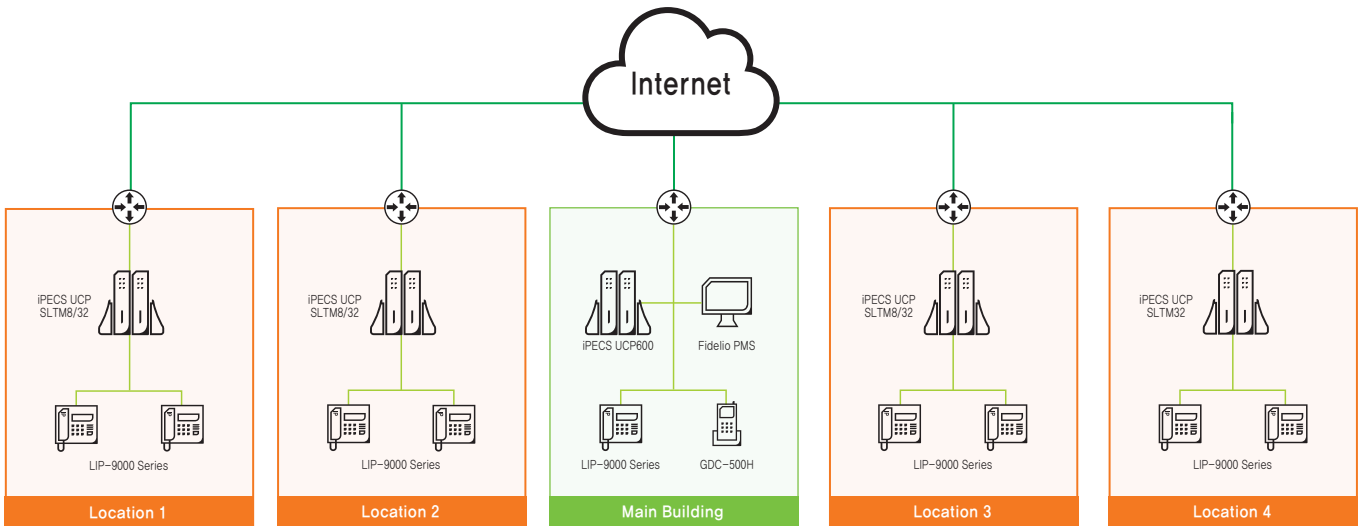
- iPECS LIP-9000 Series

DECT

- GDC-500H
- GDC-600BE



Distributed Architecture for Seamless Communication



Solution

iPECS UCP600's unique modular architecture was ideal for this installation. Competitors offered expensive 3rd party gateways with limited integration or multiple remote systems which increased the cost and the complexity. iPECS UCP600 is a system tailored to set LAN connectivity between several buildings with iPECS gateways such as the SLTMs.

The overall installation was completed with minimum cost and effort, and the complete system has no operational issues even though the remote buildings are not directly connected to the main rack. Moreover, over 20 DECT base stations were installed covering the whole premises, allowing hotel staff to communicate while moving around all indoor and outdoor areas.

All staff were trained to use Fidelio PMS, and they can maintain this system for keeping the staffs' work performed and experience. iPECS UCP has a high inter-operability with API services, and it easily supports and integrates with the existing Fidelio PMS.

Benefits

- Seamless interconnection between multiple hotel buildings
- Improved staff efficiency and enhanced guest service with DECT solution
- Fidelio PMS integration
- Significant reduction in costs
- Easy and efficient addition of new hotel buildings can be added to the existing installation through SLTMs