

# Historic Sussex Hotels and IntraLAN

## The background

### Historic Sussex Hotels



Historic Sussex Hotels is a privately owned collection of three very distinctive luxury hotels: Bailiffscourt, Ockenden Manor and The Spread Eagle Hotel set in some of the most beautiful parts of West Sussex.

A long-term Calls & Lines customer we have always enjoyed a good relationship. We started discussions about the telephone system challenges they were having (supplied by their current IT company) during a routine meeting. Although a significant investment has been made just a couple of years before it really did not make the improvement that was needed.

## The challenge

### Project verification

The three core issues were:

Firstly, there were three individual systems of different Mitel hardware and software versions at the three hotels not networked in anyway.

Secondly, there was no resilience built in to any of the systems apart from the option to divert to a single line in an outage. This proved very problematic running busy check-in desks at each hotel so they were missing both hotel & restaurant bookings.

Thirdly, the Mitel system offered no management reporting or recording capabilities to enable the operations team to do things like...

- monitor the staff requirements at the busiest times
- listen to call recordings for customer service training purposes
- see if any customer enquiries or potential reservations had been missed for both the hotel and restaurants
- see how successful the responses have been when undertaking marketing

Knowing these challenges there was one clear solution that enabled all of them to be overcome.

*“Upgrading our communications infrastructure with the latest technology has greatly enhanced our commitment to service excellence. IntraLAN are now providing consultation on additional unified solutions & integration with our management information systems.”*



Pontus Carminger  
MD

## The solution

### Enterprise-class Hosted IP

A Spliceom SV1000 Hybrid hosted system with onsite back-up runs a single system database across all three sites. Using the heavily invested upon leased lines that were at each site we were able to migrate the old ISDN technology to SIP. Yet still maintain some ISDN at the Head Office for enterprise grade resilience, so even if the internet connection was lost the phones would still work.

IntraLAN also installed Soft Network service gateways at each site so if ever the data centre was offline there would be a local call server ready and waiting to keep the system fully operational.

Professional management reporting and call recording is now operational at all sites, even a live wallboard has been installed so it's clear to see all reservation desks at the same time.

## The result

### Managing the communications infrastructure

The project itself was by no means the largest that IntraLAN has undertaken, but installing modern equipment into centuries-old buildings over a large geographical area (whilst working closely with the existing IT supplier) had us on our toes from start to finish. It involved our engineers doing what they always do, pulling out the stops to ensure the install went as planned.

Our Project Manager kept HSH informed right the way through the project, with daily contact afterwards to overcome any minor snagging.

IntraLAN are now providing consultation on additional unified solutions & integration with HSH's management information systems.

## Features & benefits

### How we helped

- Migrating 3 systems into 1, with just a single live system database across all three hotels
- Enterprise-grade resilience with a system in the cloud & local call servers at every hotel with traditional telephony back-up
- GDPR compliant Advanced Management Reporting
- GDPR compliant professional call-recording, with Find Calls functionality
- Live Vision Wallboard to view reservation desks
- Mobility app for instant control of main number
- DDI's for all Users and hunt groups
- Users able to work seamlessly from any hotel logging into any phone
- Options to work from a standard deskphone, softphone on a laptop/desktop, tablet or via mobile app
- User presence and busy lamps field folders across all sites
- Flexible ring groups
- Music on-hold (of choice), as well as multiple hold music for departments/groups
- Voicemail/unified messaging (voicemail to email)
- Centralised phone directory (linked to CRM) on smart desk phones for complete portability across all hotels
- Easy deployment (new User plug-and-go with remote set-up)

