Yeastar Case Study

Athens President Hotel

CHALLENGE

President Hotel in Athens is a luxurious 4-star hotel that represents a great example of cubist architecture with business center and lounge bar. The outdated PBX system is posing difficulty for the hotel to serve its customers. A replacement and upgrade of the telephone system is imperative. And the Hotel wishes to preserve the existing analog phones and migrate completely to VoIP in phases. The hotel PMS MICROS-Fidelio also needs to be integrated with the new phone system.

DEPLOYMENTS

- 2 Yeastar MyPBX U500
- 5 Yeastar MyPBX U200 (2 with Call Recording Addon, 2 with Billing System Addon)
- 2 Yeastar TE100 E1 VoIP Gateway were introduced to provide high-density E1 trunking
- 21 Yeastar TA3200 FXS Gateway and 10 T2400 FXS Gateway were used to connect guest room analog phones with SIP services
- To integrate MICROS-Fidelio PMS, a PMS middleware cHar were introduced

RESULTS

The advanced and professional IP telephony system facilitates hotel operations and ensures high-quality guest experience and nourishes guest loyalty.

- The built-in auto-attendant and mini call center will help hotels to respond to customer inquiries and reservation immediately and professionally.
- Standard hotel features are available such as Voicemail to the rooms and MWI, as well as automatic wakeup calls.
- Room conditions can be accounted for, such as, clean room, dirty room, or maintenance lockout.
- Ease of use was a major factor in this deployment. The user interface makes this a very easy system to install and setup.