

Case Study – Major Hotel Casino

Overview

Owned and operated by Australia's largest publishing organization this 5 Star hospitality complex consists of two hotels, a casino, a shopping precinct, restaurants, bars, entertainment facilities and a leisure center. The complex has grown over the years to become a focal point of the city and a major tourist destination.

Based on the existing relationship with NEC, as part of the latest upgrade program the client sought from NEC advice on how to improve their call handling and management system and integrate its functionality across their core and non-core business functions.

Requirement

The NEC brief was narrow with the customer specifying the need for:

- Voice software applications and productivity tools to improve call handling;
- Integration with the radio paging system;
- Consolidation of the switchboard console and the Staff and Guest directories into one screen; and
- Integration with the voice recording system.

Solution

As the IAC console provides a flexible and unified solution for both business and hospitality requirements, NEC and CTI were able to satisfy the customer's brief:

1. The IAC database was integrated with the customer's staff database.
2. The IAC was also integrated to the existing radio paging message service.
3. The IAC was linked to the MICROS Fidelio/Opera Property Management System to provide real time propagation of guest data to all operators.
4. Specialized automation facilities were incorporated for seamless starting and stopping of the existing voice recording system.

Results

As a direct result of working with and understanding the client's specific and narrow brief operator service levels and productivity have significantly increased. Operator morale has also improved as a number of manual processes have been removed. Guest information is easily accessible to the operators allowing individualized call handling.

Training requirements were reduced due to the ease of use of the IAC and its integrated staff and guest directory.

The customer has recently opened a second hotel property and the solution was easily expanded to accommodate the increased demand for operator services.