



➤ Park Plaza County Hall, London.

SBL has recently completed the design and installation of a telephony system for the new Park Plaza County Hall Hotel in central London. By utilising new technologies, the hotel will be able to offer superior guest services while increasing the efficiency of its day-to-day processes for improved business results.

Located on London's South Bank, overlooking Westminster Bridge and the Houses of Parliament, Park Plaza County Hall (399 rooms) opened to guests in February 2008. Galliard Homes, responsible for the hotel's construction, and Park Plaza Hotels, the hotel's management company, selected SBL in partnership with Alcatel-Lucent, to implement the new telephony solution.

The new system is based on the Alcatel-Lucent OmniPCX Enterprise platform. Front-of-house hotel staff are equipped with Alcatel-Lucent DECT handsets to improve staff response time to guest requests and other internal communications.

Park Plaza Hotels opted for the Alcatel-Lucent and SBL offering based on its functionality and close integration with hospitality management tools such as Micros Fidelio. By embedding such communications features and applications into its everyday business processes, Park Plaza County Hall will be able to bill guests simply, accurately and effectively, while also preventing any guest misuse of the communications facilities.

"Providing first-rate guest services is imperative to the success of all luxury hotels, and thanks to the new solution, we'll be able to ensure that staff can respond to incoming requests in real-time and complete tasks as efficiently as possible," said Jason Revel, UK IT manager at Park Plaza Hotels.

"Given the tight deadline before the official opening, we also required a partner with recognised expertise in integrating communications solutions in the hospitality sector, making Solution Builders and Alcatel-Lucent a perfect fit for the task ahead."