

Radisson SAS, Royal Mile, Edinburgh



In June of 2007, SBL was chosen by Radisson to implement a new telephony system at the Edinburgh hotel, replacing the existing Siemens PBX which had reached end-of-life.

The new system conforms to the standard Radisson specification and includes 300 analogue ports for guest rooms (238) and peripheral devices; 50 digital ports for Administration and Call Centre users; 2 x PRI (ISDN 30) connectivity; fully-featured DECT system and a contact centre for 10 agents including wall-boards.

The installation and testing was completed by the end of August – despite it being a very busy time of year due to The Festival – and the hotel is now enjoying the benefits of the new system. SBL also provided new analogue handsets (Berkshire 400) for each guest room to overcome a polarity problem with the old, existing sets.