

## THE BEST WESTERN PREMIER MARIEMONT INN

The Best Western Premier Mariemont Inn is a boutique, 45-room hotel located in Cincinnati's historic Mariemont Village. Situated in a 1929 building designed to look like a Tudor manor, the 5-star inn welcomes guests with modern amenities and old-world charm.



Europe



Hospitality



Small



Premise

### AT A GLANCE

Though the Mariemont Inn may look like a castle out of a history book, a 2009 renovation brought its technological backbone into the 21<sup>st</sup> century with fiber and ethernet connections in every room. Unfortunately, spotty service from their hosted phone provider meant their guests often couldn't even call the front desk for new towels, let alone make reservations. The Mariemont Inn needed a reliable communications partner to help them make vital connections between guests and staff.

### GOALS

With a cloud-based system that was down as often as it worked, the Mariemont Inn needed to know that their guests always had a line to the front desk and the outside world. While they weren't against modernizing and leveraging cloud technology, they prioritized ensuring clear and consistent communications in and out of the hotel. That meant landlines at the front desk, in back-of-house, and each room, as well as integration with the hotel's property management system (PMS) so they could respond to every guest's needs.

### RESULTS

Having worked with Mitel in the 1990s, the Mariemont Inn was eager to return to a provider long known for reliability and compatibility in the hospitality industry. Working with their Mitel partner, BestComm Networks, Inc., the hotel seamlessly transitioned back to an on-premise solution – the MiVoice Office 400.

With over 28 years of experience serving the hospitality industry, BestComm Networks is a Mitel partner with expertise in advanced hospitality communications solutions. Their certified technicians specialize in designing, implementing, integrating, and supporting Mitel phone systems, internet, Wi-Fi, 24x7 guest support, local area networks, and security systems.

The MiVoice Office 400 allows guests to pick up the phone and talk directly to the front desk – no more sleepless nights wondering if calls are getting lost in the cloud. The Integration into the Property Management System provided the maids with an easy, quick method to notify the front desk that the rooms were clean, ready to be occupied, and checked in. Driving efficiency for the staff and rapid turnover to optimize occupancy.

While the Mariemont Inn's building is historic, its communications system is anything but stuck in the past. Should the hotel decide to use a hosted solution in the future, Mitel's flexible solutions offer fail-safe cloud and on-premise hosted hospitality options and industry-standard API integrations.

The Mariemont Inn's phone system now fits with the rest of the hotel experience, melding modern convenience with personal interactions and boutique charm for every guest.

### PRODUCTS

**MIVoice OFFICE 400** ▶



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