

GRAND HOTEL VILLA SERBELLONI

Owned by the Bucher family for four generations, the Grand Hotel Villa Serbelloni stands at the end of the Bellagio promontory, with views of Lake Como and the Alps. Villa Serbelloni is one of the most prestigious historic hotels in the area, and the only five-star luxury hotel in Bellagio. In 2018, the Bucher family celebrated 100 years of operating the hotel, proving that the best business strategy is to remain faithful to one's values: the utmost consideration for guests and an ambiance with a luxurious yet homely touch

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AT A GLANCE

As one of the most prestigious historic hotels in the area, Grand Hotel Villa Serbelloni needed a modern communications system that would exceed guests' high expectations. They required a modern communications solution that could improve staff productivity and mobility. The MiVoice Office 400 and the whole Mitel solution provided Grand Hotel Villa Serbelloni with the best customer experience for guests while streamlining the hotel's operations.

GOALS

Customer experience is a priority for hospitality businesses. The Grand Hotel Villa Serbelloni had exceptionally high guest expectations as a five-star luxury hotel and the only one in its category in Bellagio. The issue was an outdated PBX system. Before the Mitel deployment, the hotel operated a phone system that, over time, became increasingly difficult to guarantee reliable communication and became inefficient in the back office. To remain at the forefront of the latest technology, Grand Hotel Villa Serbelloni needed an advanced communications solution to enhance the guest experience and optimize productivity.

RESULTS

Grand Hotel Villa Serbelloni now has a fully integrated and reliable phone system that allows staff to be more efficient by focusing on the more critical work, which means they can provide guests with the best service possible. For instance, integrated web-based applications for check-in, using different workstations concurrently, whether at the desk or on a mobile device have enhanced guest experience and avoided troublesome service interruptions. Thanks to the wireless SIP DECT solution, staff can locate and connect quickly and easily, no matter where they are. In addition to day-to-day operational concerns, Grand Hotel Villa Serbelloni benefits from optimizing costs since the solution is easy to integrate with other existing business processes – such as cleaning, maintenance, billing, etc. – and with the IT infrastructure.

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Mitel has been a great partner and focused on growing mobility and ensuring the solutions being deployed are solvent and keep up with our customers' expectations.

- Jan Bucher, General Manager, Grand Hotel Villa Serbelloni

PRODUCTS

MIVoice OFFICE 400 ▶



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