



Powering connections

MERCURE DUBAI BARSHA HEIGHTS HOTEL SUITES & APARTMENTS

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MEA



Hospitality



Enterprise



Premise

AT A GLANCE

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GOALS

With thousands of phones in guest suites, not to mention in meeting centers, at the front desk, and back-of-house, Mercure Dubai required a system that was reliable and cost-efficient at scale without skimping on features.

Hotel staff were always on the go, so managers weren't always at their desks when the phone rang. If housekeeping had a question, it could mean a long trek across the big building to get an answer. Mercure Dubai needed an additional collaboration solution so staff could always be in close contact.

RESULTS

Mercure Dubai now employs several Mitel unified communications solutions for exceptional guest and employee experiences.

The reliable, feature-rich MiVoice Business platform ensures hotel guests and staff are always connected. Their impressions rate has improved by 80-90% over their previous contact center system, with no dropped calls and detailed records of every communication.

Each suite features multiple analog phones, so guests don't have to go far to make a call. There are also 150 wireless IP phones for staff use throughout the building. All the phones are made from antimicrobial-treated plastic – a welcome feature since the hotel upgraded its equipment during the height of the pandemic.

With MiCollab, in addition to physical phones, Mercure Dubai employees can stay connected no matter where they are in the building. Managers are often up and away from their offices, but voice-to-video calling means they can quickly assess a situation and make decisions without going anywhere.

Mitel stood out to Mercure Dubai because of its commitment to industry hospitality and professional relationships. Not only did Mitel offer unified communications solutions built specifically for hospitality, but their support team was always ready to provide personalized training and demonstrations.

Telematics Advanced Technologies was the Mitel business partner for Mercure Dubai. Srinivasalu Kamurthy, Telematics General Manager, ensured that the Mitel solutions reduced Mercure Dubai's operational costs with a single, easy-to-manage system. Managing it is so easy, according to Kamurthy, that a single administrator can handle the entire communications system.

PRODUCTS

MIVoice BUSINESS ▶

MICOLLAB ▶



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