Customer Success Story

Cham Palace Hotel Replaces Legacy Analog PBX with Advanced VoIP System

Customer Name:
Cham Palace Hotel
Location: Syria
Industry: Hospitality
Product:
Yeastar K2 IP-PBX
Yeastar FXO VoIP Gateway
Yeastar FXS VoIP Gateway
Yeastar TE VoIP Gateway

Background

Cham Palace Hotel, situated where transportation is easy to follow towards any place in Damascus, has 380 rooms and suites, 1 restaurant and numerous services including 24h reception, direct dial phone service, automatic wake-up calls room service, free wifi in rooms & common areas and more, and provides a lot of choices for shopping.

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Cham Palace Hotel Migrates to A Modern Phone System with Yeastar

In the hospitality industry, an efficient communication system is crucial when it comes to running a successful operation and making the costumers happy. Thus, to employ a good telephone system is a necessity. Cham Palace Hotel, a very well known hotel in Damascus Syria, migrated to a new generation IP PBX system and integrated its hotel management and billing system with Yeastar VoIP PBX to provide new features to guests and employees alike.

Challenge

Cham Palace Hotel has used an analog PBX for more than 20 years. With their PBX nearing the end of life, multiple problems have occurred which are degrading both the customers and employees voice experience. They required a robust and modular phone system that should have the ability to integrate different phone lines and be fully compatible with their IP phones, allow for a high number of concurrent calls, as well as satisfy some hotel needs, like guest management and phone line failover, so as to help streamline hotel operations and improve work efficiency.

Solution

DeepBlue Technologies, a Yeastar partner in Syria, recommended an award-winning PBX system with competitive pricing which can completely meet their needs. Two Yeastar K2 IP-PBXs, 25 Yeastar TA3200 FXS VoIP Gateways, 7 TA1610 FXO VoIP Gateways and one TE100 VoIP Gateway were deployed in the hotel.

Yeastar K2 large capacity IP-PBX, designed for medium and large enterprises, supports 2000 users and 500 concurrent calls which is enough to serve both their employees and customers' communication requirement. And it can be easily integrated with their hotel management and billing system to achieve advanced hotel features like check-in & check-out service, scheduling wake-up calls, and setting Do Not Disturb (DND), etc. Thanks to K2 enterprise-level features, Hotel staff can also remain connected anywhere anytime by using Yeastar Linkus UC Softphone on their personal phones, laptops, or other mobile devices.

With the addition of Yeastar VoIP Gateways deployed, the PSTN telephone lines, internal analog lines and PRI lines in the hotel are combined, which helps to bridge the gap between VoIP and analog network.

The transition to Yeastar VoIP PBX system was seamless and helps them reduce the overall communication costs. This not only suffices employees' communication needs but also improves customer service, taking their business to the next level.

Results and Benefits

VoIP
Analog

Cost-effective Transition to IP-based System

Perfect Interoperability with 3rd-party PMS

Enhanced Employee Mobility and Productivity

Rich Features to Improve Business Efficiency