



Radisson Blu Hotel Olümpia in Tallinn, Estonia

ABOUT THE CLIENT

Radisson Blu Hotel Olümpia is a large city centre hotel in Tallinn, Estonia with 390 stylish well-appointed rooms. Hotel is certified by Green-key, the largest global eco-label for accommodation.

CHALLENGES

- To install and implement new system and replace the outdated Siemens PBX

PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent Omni PCX Enterprise Communication Server;
- Alcatel-Lucent voice communications server
- Alcatel-Lucent contact center
- Hotel Link for integration with Opera hotel management system
- Softphones and IP-phones by Alcatel-Lucent and Cetis
- AudioCodes IP-Session Boarder Controller

BUSINESS AND TECHNICAL BENEFITS

- A modern telecommunication system that is centrally manageable and monitored, as well as ensures a centralised tariff for the entire telecommunication network
- Integration with the hotel property management system Opera was done without any problem
- This voice communication server allows to provide highly efficient services for customers
- By modifying the needs of businesses, the system can be flexibly adjusted
- Competitive prices and quality proportion. Optimal costs for the system's maintenance and modernisation

PROJECT

- Deal implemented: 2017
- Business partner: Adventus Solutions

CLIENT PROFILE

- Location: Estonia
- Industry: Hotel
- Number of users: 600

"We chose the Alcatel-Lucent solution because it provides multifunctionality, easy implementation, scalability and flexibility. We would like to emphasize that the technical support and services of the certified partner Adventus Solutions were at the highest level. I am pleased to say that we have chosen Adventus Solutions as partner, because they understand our specifics, have highly qualified specialists and provide professional services and maintenance."

Toivo Kiisk, IT Manager