



ENTERPRISE

REGENCY AND PENTA HOTELS



BACKGROUND

The Regency and Penta Hotels, located on the scenic Queens Promenade in Douglas, Isle of Man, cater to both business and leisure guests. Known for their high standards of service and sophisticated amenities, these hotels sought to enhance their communication infrastructure to better serve guests and streamline operations.



CHALLENGE

The hotels faced several challenges with their existing communication systems, including high maintenance costs, limited scalability, and inconsistent connectivity. They needed a solution that could provide reliable, high-quality communication while being flexible and cost-effective.



SOLUTION

Manx Telecom's Intelligent Voice solution and fibre optic broadband were implemented to address these challenges. Intelligent Voice, a VoIP-based communication system, offers crystal clear audio quality, scalability, and a user-friendly interface. The fibre optic broadband ensures high-speed, reliable internet connectivity throughout the hotels. Additionally, a softphone solution was integrated to ensure calls are always answered, even when staff are away from their desks.



IMPLEMENTATION

The implementation process was seamless. Manx Telecom provided comprehensive support, from initial setup to ongoing maintenance. The Intelligent Voice system was integrated with the hotels' existing software, allowing for easy management of communication features. The fibre optic broadband was installed to provide robust internet connectivity, enhancing both guest and staff experiences. The softphone solution enabled staff to answer calls from any location within the hotel, ensuring uninterrupted communication.



RESULTS

- **ENHANCED COMMUNICATION:** The Intelligent Voice solution provided clear and reliable communication, reducing call drop rates and improving overall guest satisfaction.
- **COST SAVINGS:** The monthly subscription model eliminated the need for expensive hardware investments and maintenance fees.
- **SCALABILITY:** The new system allowed the hotels to easily add or remove users, ensuring that their communication infrastructure could grow with their business needs.
- **IMPROVED CONNECTIVITY:** The fibre optic broadband provided fast and reliable internet access, enhancing the guest experience and enabling efficient hotel operations.
- **UNINTERRUPTED COMMUNICATION:** The softphone solution ensured that calls were always answered, regardless of staff location, improving operational efficiency and guest satisfaction.



The Regency and Penta Hotels successfully transformed their communication infrastructure with Manx Telecom's Intelligent Voice solution, fibre optic broadband, and softphone integration. This upgrade not only improved operational efficiency but also enhanced the overall guest experience, positioning the hotels as leaders in hospitality on the Isle of Man.

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