

# Multi-Site Hospitality Solution with iPECS UCP

**iPECS**  
Your Communications Solution



300 – 600 Ext.



Hotel



iPECS UCP



Dromoland Castle



## About the client

Dromoland Castle Hotel & Country Club is a Legend member of Preferred Hotels & Resorts Worldwide, and is one of Ireland's most luxurious 5 star hotels with an 18 hole parkland Golf Course. Originally a tower house built in the late 15th century, the current Dromoland Castle building was constructed in 1835.

And their sister property, The Inn at Dromoland Hotel is a 4 Star 155 bed Hotel, Leisure and Conference Centre is located on the 800 acres grounds of the estate.

[www.dromoland.ie](http://www.dromoland.ie)

## Summary

'Dromoland Castle Hotel & Country Club' and their sister property, 'The Inn at Dromoland Hotel' had old digital telephone systems installed which were not linked together for voice and PMS interface services. As there was no integration between systems, both Hotels operated individual front of House PMS Systems. This separated network structure generated inefficiencies from an OPEX point of view. The client also planned to integrate the old PMS interface servers into one new PMS I/F Opera server to handle both hotels for billing and guest services on the new communications solution.

To overcome these issues and network the two hotels together, the client awarded the contract to Alcom Voice & Data Ltd as the leading Ericsson-LG Enterprise Irish partner with two iPECS UCP platforms to be installed with T-NET (Transparent Networking) and Redundancy. With the iPECS UCP solution, the Hotels were able to integrate both site's telephony network in a cost effective way and have now an efficient work environment to deliver high quality service to their guests.

## Challenge

- Operating two old systems on both sites without telephony link
- Running two separate PMS systems
- No facility to allow for cross charging in hotels
- No physical IP link between sites (Line of site is not possible)
- Requirement to have one front of House System for both properties but Phone System Redundancy was crucial

## Products

System

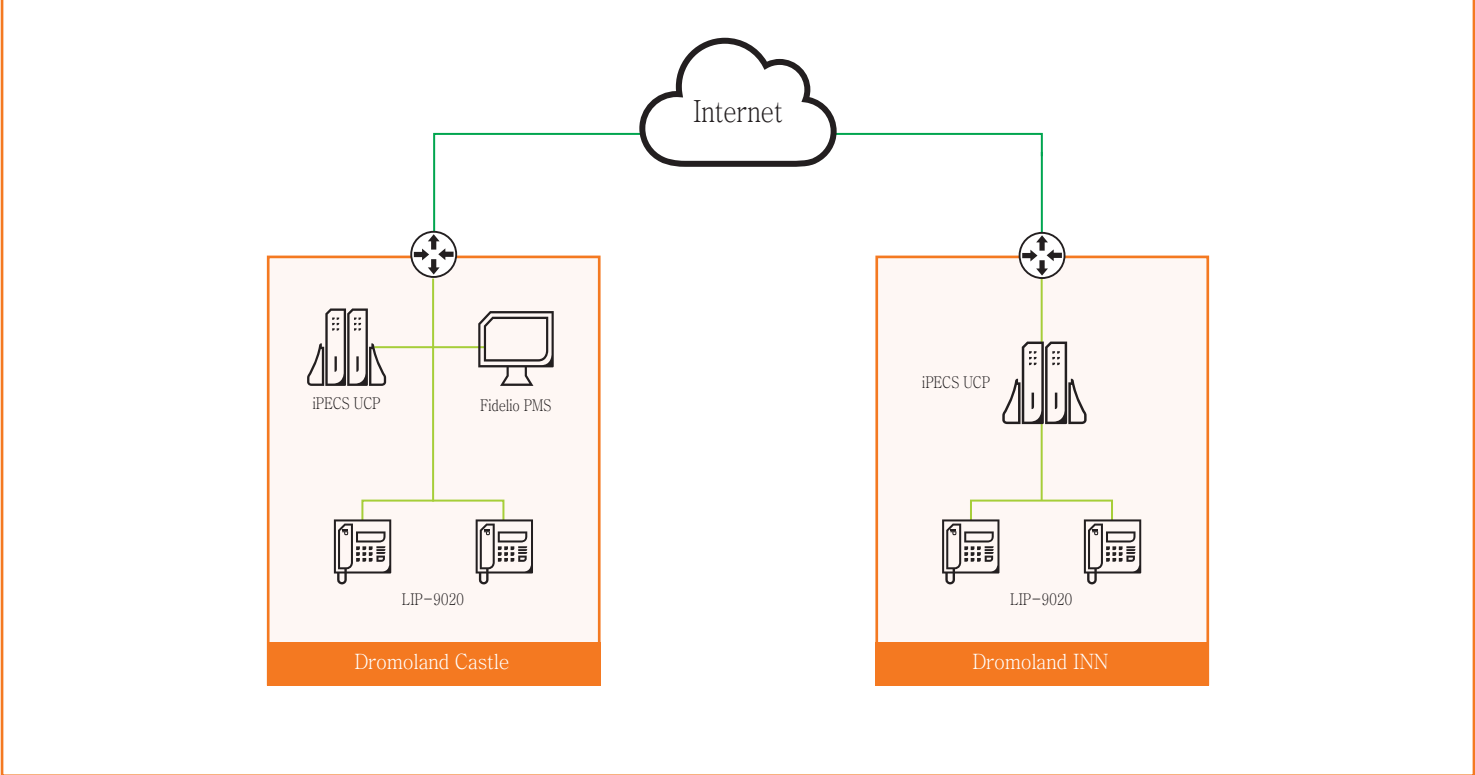
- iPECS UCP
- Fidelio PMS interface license

Terminal

- iPECS LIP-9020



# Integration of Local PMS and Realize Seamless Communication



## Solution

As Dromoland Castle had too old of communications systems and both sites were operated separately, consolidation of the network and infra-structure was an essential point for this project. iPECS UCP provided seamless communications through transparent networking and simple integration with Fidelio PMS. iPECS UCP has a lot of strengths, not only for corporations, but hospitality as well.

iPECS UCP systems are set up on both sites linked over the network. In addition, we centralized the separated PMS to create a single point of management which helped to decrease their OPEX dramatically. As iPECS UCP is a highly reliable and cost effective platform, staff can now collaborate in a high quality communication environment. Now, all staff are enjoying seamless communications and are able to extend the highest quality of services to their customers.

## Benefits

- Cross selling in both hotels now feasible with single PMS system
- Flexible distribution of hotel staff across properties
- Maid Status available in both hotels
- SIP Trunks provided to give an extra level of redundancy and cost effective rates for the Hotels International Guests



*“The iPECS UCP platform designed with T-NET was the major differentiator in winning this marquee sale, allied to our close relationship with Micros Ireland meant with iPECS we had the strongest solution.” – John McGrath Alcom Voice&Data*