

Sustained & Competitive Service – A Key Differentiator

Client: Le Meridien Hotel, Bangalore

Vendor: ABS India Pvt. Ltd.

Project: To Manage Communication Solutions

With its unique support portfolio, ABS India offers a support strategy with preventive maintenance for proactive measures keeping commitment of the group to its guests at the heart.

Le Meridien, Bangalore is all set to deliver unmatched guest experience. The group believes in continuous upgradation of its basket of offers. Set amidst of Bangalore city, with its newly renovated contemporary space, Le Meridien is equipped with state-of-the-art enterprise communication solutions inbuilt in its infrastructure ensuring the benefits passed on to the entire chain of stakeholders, as guests and hotel staff.

Challenges

The challenges for a hotel property are enormous. They are multifold with guest experience, ability to empower hotel staff, and investment protection, some of which are at the core.

Solutions

Le Meridien has recently Installed Alcatel-Lucent OmniPCX enterprise switch for its enterprise communication solutions.

This offers a host of user benefits. Apart from regular end terminal features, guests can benefit from voice mail and voice guide. Voice guide has inbuilt capabilities to manage phones at rooms and offers end-user language capabilities. Le Meridien has invested in an additional CPU to ensure 100 percent redundancy exhibiting its commitment to

ABS is one-stop shop for all our requirement, managing our hotel's network efficiently and providing a bouquet of services in routine operations of the hotel. ABS provides on-time resolution of technical issues of any nature.

Suresh Badlaney

Vice President-Operations,
Le Meridien, Bangalore

We understand the challenges of the service industry. We have carefully designed our support strategy to meet today's requirement keeping tomorrow in mind. ABS India continues to invest in right technology to enhance customer experience and satisfaction. Le Meridien is a very prestigious chain and we are happy to associate with the group.

Sunil Arora

CEO & Director,
ABS India Pvt. Ltd.

guest experience. Network Management Tool (NMS) ensures system configuration and enables voice mail facility, check-in, check-out, and billing facilities. OmniPCX enterprise switch has hotel link, which allows third-party integration services.

The communication solutions at Le Meridien are being managed by ABS India, a leading enterprise communication solutions provider in the area of IP and convergence. With more than 17 years of experience the company understands the challenges and customizes core solutions. With its unique support portfolio, ABS India offers a support strategy with preventive maintenance for proactive measures keeping commitment of the group to its guests at the heart. It also ensures continuous engagement with the group to add to its value chain with latest and state-of-the-art technology offers and benefits.

Result

Together with sustained customer and guest services, Le Meridien, Alcatel-Lucent Enterprise and ABS India are a win-win combination. ■