

Customer Success Story

Italian Luxury Resort Provides Better Communication Experience for Guests and Staff with Yeastar

Customer Basic Information:

Location: Matera, Italy

Industry: Hospitality

Products:

S-Series VoIP PBX

TB Series BRI VoIP Gateway

TA Series FXS VoIP Gateway

Highlight Features:

- Multisite Interconnect
- Linkus UC Softphone
- VPN Sever



— Application Scenario

As a Luxury Resort with rocky rooms in Matera, Italy, Sant'Angelo, managed by Ruscigno family, is not just a hotel but also a resort with luxury restaurant and boutique. In order to connect its headquarter with other branch offices, including Sant'Angelo Luxury Resort, Regiacorte Restaurant, LaCasaDiLucio Hotel, Booking Office, and Gocciagoccia Boutique, Sant'Angelo needs to seek a cost-effective VoIP solution that could help modernize its phone system to support trunking to VoIP providers while maintaining current analog infrastructure for both voice and data communications between its offices.

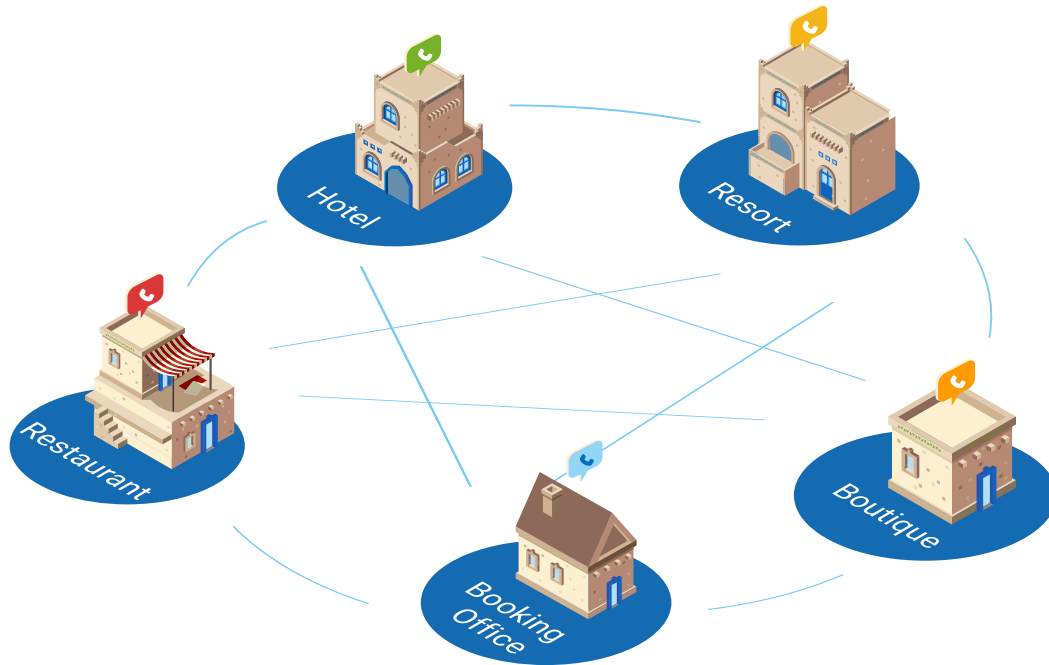
— Challenges

Sant'Angelo resort suffered from lots of communications costs, both in terms of call charges and maintenance. Facing such a range of different locations, to streamline hotel operation and lessen communication costs, Sant'Angelo Resort needs a communications system to connect all these sites and allow for smooth and secure calls between extensions of any of its booking offices, restaurant, and boutique.

— Solution

Considering the requirements, Nebla, Yeastar partner in Italy, recommended that 1 unit Yeastar S100 VoIP PBX, 1 unit Yeastar S50 VoIP PBX, 1 unit Yeastar S20 VoIP PBX, 1 unit Yeastar TB Series BRI VoIP Gateway, 2 units Yeastar TA800 FXS VoIP Gateway, and 2 units Yeastar TA2400 FXS VoIP Gateway with corresponding modules and expansion boards in its 5 sites. It was soon deployed in every site to replace the old phone system.

For the hospitality functionality, thanks to the Hotel App on Yeastar S-Series VoIP PBX, advanced hotel features like wake-up calls schedule and check-in & check-out service can be simply managed through the Web interface. Besides, hotel administrative staff can also use Linkus UC softphone to answer and make phone calls on their smartphones.



— Results and Benefits



**Cost-effective Solution to
Ensure Easy Communication**



**Hotel App with Hospitality
Features to Streamline Workflow**

The versatile Yeastar S-Series PBX and TB Series BRI VoIP Gateway provides BRI and VoIP connectivity to lower communication costs. TA Series FXS VoIP Gateway offers perfect interoperability with hotel analog phones and makes the transition process lightning fast. This also helps the Sant'Angelo Resort to save additional investments as all existing analog phones being preserved. S-Series PBX delivers a complete range of standard VoIP features without extra license fees: auto attendant, call recording, time condition, etc. This helps Sant'Angelo to embrace and utilize VoIP technology easier and quicker.

Yeastar S-Series VoIP PBX integrates advanced hospitality features with the innovative Hotel App in its App Center. Navigating through the Web GUI of the hotel app, front desk executives can now easily schedule wake-up call services with personalized greeting prompts, manage the booking, and monitor room status within clicks. They can also fetch telephony and restaurant charges to run personalized billing reports for customers when they check out. Besides, advanced features like call rate settings and holiday settings are also provided for customized hotel pricing strategies.



VPN Server to Improve the Security of Phone System

VPN Server in S-Series VoIP PBX can safeguard security and maintain productivity. All sites are connected via VPN and each site had its own BRI phone line, which greatly ensures the connection between site to site. The existing analog phones in rocky rooms and offices were integrated smoothly to Yeastar IP PBX system via TA FXS Gateway, minimizing the infrastructure investment while centralizing the call management. All in all, it helps Sant'Angelo Resort to connect all its main hotel, second hotel, booking offices, restaurant, and boutique affordably and securely.



Linkus UC Softphone to Empower Staff with Great Mobility

Yeastar S-Series VoIP PBX with its robust Linkus UC Softphone empowers resort staff with great mobility. With Linkus mobile client installed on the hotel's administrative staffs' mobile phones, every resort employee – concierge, housekeeping, and receptionists, are now seamlessly connected even on the go. They are equipped with as much of the functionality that the desk phones have. Features include call transfer, call recordings, enterprise directory, etc. This allows the staffs of Sant'Angelo Resort to stay connected anywhere and provide an exceptional guest experience with the shortened response time.

– Why the customer chose Yeastar

Sant'Angelo Resort now enjoys all the benefits of a modern IP Telephone system with excellent flexibility, high efficiency, great mobility, and major telephony cost saving through the choice of Yeastar Hospitality Solution with Hotel App and Linkus UC Softphone. Also, all analog phones are maintained thanks to the powerful Yeastar VoIP gateway, whose arrays doubled as excellent wiring patch points from the rocky rooms and the booking offices. Simply put, the scalability of Yeastar IP PBX has offered Sant'Angelo Resort an ideal hospitality solution for having a perfect balance between costs and benefits.

