



Hotel Primus Valencia Upgrades Their Communication System with Avaya



Hotel Primus Valencia, which is ideally located next to the City of Arts and Sciences and the Turia Gardens, has implemented Avaya technology to better serve both their customers and hotel personnel. The Avaya IP Office™ Platform has replaced an obsolete communications system, improve functionality and reliability and save on costs.

“Our hotel is known for the open, bright spaces and avant-garde interiors with elements designed by prestigious architects such as Patricia Urquiola, Francesc Rifé and Jean Marie Massaud,” explains Carlos Selva, Director of Hotel Primus. “We are located in the most privileged and modern commercial area of Valencia and needed to improve our communication standards to a higher level.”

The establishment had an Ericsson switchboard which served 262 rooms as well as all hotel personnel. “This switchboard had become obsolete and maintenance costs were high for the limited services it offered.”

The Hotel Primus upgrade project was designed by business partner Leader Redes y Comunicaciones. Leader’s proposal has focused on defining a Wi-Fi system that integrates with the hotel’s PMS. It also focused on the installation and configuration of an Avaya IP Office Platform with IP Telephony services to serve hotel personnel on the one hand and, on the other, allow integration with the Ericsson switchboard to service the rooms. The project implementation was carried out in phases

Challenges

- High maintenance costs
- Limited and obsolete communications system

Value Created

- Cost savings
- Integration with the previous Avaya system
- IP Telephony Services

and allows for migration to up-to-date solutions (like IP telephones in the rooms) and makes the most of existing network data wiring.

Carlos Selva defines IP Office as “a complete and scalable unified communications system that allows us to continue to grow without limits. It is backed by the reputation of the Avaya brand and the professional work of its business partner, Leader Redes y Comunicaciones.”

To reduce costs, Leader has proposed to integrate the Ericsson switchboard with the Avaya switchboard through existing elements, migrate the primary operator with its own number to 4 ISDN circuits to receive calls and provide IP telephony services to make outgoing calls.

Solutions

- Avaya IP Office™ Platform
- 1600 Series IP Deskphones

About Hotel Primus Valencia

Hotel Primus Valencia is a 4 star hotel located in Valencia. It has 262 guest rooms throughout 8 floors, 8 Junior Suites, 1 Presidential Suite, family rooms and an executive floor. For more information: www.hotelprimusvalencia.com/es/hoteles-4-estrellas-valencia-primus