



Pan Pacific Hotels Group Significantly Reduces Costs, Improves Guest Satisfaction



Pan Pacific Hotels Group deployed Avaya Aura® Unified Communications and contact centre technology to reduce operational costs and improve guest services.

Company Profile

Pan Pacific Hotels Group is a listed subsidiary of Singapore-based UOL Group Limited, one of Asia's most established hotel and property companies. Based in Singapore, Pan Pacific Hotels Group owns and/or manages more than 30 hotels, resorts and serviced suites with over 10,000 rooms in Asia, Australasia and North America. The Group comprises two brands: Pan Pacific® and PARKROYAL®. Pan Pacific provides premium hotel accommodation and services throughout Asia and the Pacific Rim, while PARKROYAL offers a collection of comfortable leisure and business hotels and resorts located in cities across the Asia Pacific. Both brands are members of the Global Hotel Alliance, the world's largest alliance of independent hotels.

Pan Pacific Hotels Group also manages the award-winning St. Gregory Spas in China, Japan, Malaysia, Singapore and Vietnam, as well as the Si Chuan Dou Hua restaurants.

Challenge

Pan Pacific Hotels Group has been an Avaya customer since 2004. After initially implementing an Avaya IP solution at its hotel in Seattle, US, the