

innovaphone Case Study

The Spanish Hotel Chain, abba hotels, Decides on the Top Notch Technology from innovaphone to Enable the All IP Migration of its Communication System



abba hotels

With hotels in the main Spanish cities, as well as Andorra, Berlin and London, abba hotels offers its guests a central location with excellent connections to public transport, meaning leisure activities are but a few steps away.

All hotels have modern comfort, luxurious amenities and functional meeting and event areas. All this with just one goal: to provide its guests with the best service at the best price.



“

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Damián Melero
IT Manager at abba hotels

Elegant, Intuitive and Modern Phones Are Available for all Guests



Damián Melero

Smooth Migration to Voice over IP without any Interruption

Driven by the process of migration that has already begun in many European countries and that includes the transition from analogue and ISDN networks to the standard internet protocol (IP), abba hotels decided to replace its old telephone system with a pure VoIP communication solution. Having extensively evaluated the various options available on the market, the hotel chain decided in favour of the IP Telephony and Unified Communications solution from innovaphone for its hotel in the capital city of Germany. "The main reasons for deciding in favour of the German manufacturer's solution was the fact that innovaphone has a sophisticated solution with gradual migration to VoIP, a complete product range and enables cost savings of up to 50% vis-à-vis the old solution," says Damián Melero, IT Manager at abba hotels.

True to the motto of always being able to provide exquisite customer service, abba hotels needed a solution that enabled the transition to VoIP without any interruptions that would hinder customer service. The innovaphone "smooth migration" solution concept simply did away with this problem. This solution is perfectly harmonised and guarantees a step-by-step migration process without impairing the productivity of staff during the implementation phase.

Redundant System with High Availability and Increased Security

The migration process to VoIP was completed within one week and there were no significant incidents or interruptions in the telephone system.

In order to simplify the migration of ISDN connections to IP, the abba hotel Berlin's new communication system is based on an innovaphone IP3011 VoIP gateway. An additional innovaphone IP0011 VoIP gateway for pure SIP environments, which has been installed redundantly and is equipped with SBC (Session Border Controller) and innovaphone Reverse Proxy mechanisms, offers additional security for the system.

Elegant, Intuitive and Modern Phones Are Available for all Guests

No matter which service is required, whether the guest needs to call the hotel reception, order a wakeup call or room service, set the Presence status,

The Customer - abba hotels

- Spanish hotel chain with hotels in the main Spanish cities as well as Andorra, Berlin and London
- City hotels in a prime city centre location
- Modern comfort, luxurious amenities and functional meeting and event areas

The Challenge

- Migration to All IP without any interruptions to service
- Cost cuts
- Redundant system with high availability

The Solution

- innovaphone PBX based on an innovaphone IP3011 VoIP gateway
- Redundant innovaphone IP0011 VoIP gateway
- innovaphone IP232 and IP222 design phones as well as IP111 IP phones

cancel or request room cleaning, mute the phone or accept external calls - the function keys on the screens of the hotel room phones enable all this.

The 246 hotel rooms have been equipped with innovaphone IP111 IP phones. While these elegant and very functional phones adorn the hotel rooms, the administration and reception areas are equipped with the high-end innovaphone IP232 and IP222 IP phones. All devices stand out with their low energy requirements and the fact that they support STUN, TURN, ICE and Anywhere Workplace functionality.

Pilot Project Completed Successfully

“The new solution has fully met our expectations, meaning that this “pilot project” installation in Berlin is the perfect starting point for the future integration of further hotels.” Damián Melero, IT Manager at abba hotels.

The hotel chain plans to install a communication system with integrated functionalities such as a property management system and billing.



abba hotel

Benefits for the Customer

- VoIP system based on open standards (SIP and H.323)
- Easy and centralised administration
- Integrated UC functionalities and applications in the PBX
- 50% lower costs vis-à-vis the previous system

At a Glance



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abba hotels

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- Modern comfort, luxurious amenities and functional meeting and event areas

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- Migration to All IP without any interruptions to service
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