

# Renaissance Malmö Hotel



## Customer

Renaissance Malmö Hotel, Malmö, Sweden

## Industry

Hospitality

## Challenges

- Enhance guest experience
- increase efficiency
- Drive profits, REVPAR and GOP

## Solution

- NEC IP communication server
- Integrated communications platform
- Mobile communications throughout the hotel

## Results

- Efficient management
- Shortened response times to guest requests – higher guest satisfaction
- Lowered costs

[www.marriott.com/hotels/travel/mmabr-renaissance-Malmö-hotel](http://www.marriott.com/hotels/travel/mmabr-renaissance-Malmö-hotel)

“It's thanks to NEC's in-depth knowledge of the hotel-industry, its dedicated team and their huge experience with communication systems in 5-star hotels that we decided to invest in the leading Hospitality Communication Solutions of NEC, when we opened doors in 2010. In NEC we found the trusted partner we were looking for”

*Mr. Jens Lyckman, General Manager Renaissance Malmö Hotel*

## Challenges

To enhance the guest experience, increase efficiency and drive profits, the Renaissance Malmö Hotel was in need of a system based on state-of-the-art technology and applications that integrates communications and security in one platform, when it opened doors in 2010 as the 1st Marriott Hotel in Sweden.

Renaissance – being the lifestyle brand of Marriott Hotels and Resorts – is all about experience. The guest journey and experience (before, during and after check-in) is the single most important promise of the brand.

Therefore – communication is critical, to deliver on this promise!

## Solution

The implemented NEC IP communication server comprises sophisticated communications and messaging facilities to enhance the guest experience, increase hotel staff efficiency and drive profits.

Service to guests, as well as the internal communication between staff, is optimised by deploying NEC's wireless DECT mobility. IP terminals are used by staff at the front- and back-office, while the guest rooms are equipped with Teledex terminals, from Cetis.

Integration with the hotel's Property Management System (Opera) is provided by the Tiger TMS application which also takes care of call accounting.

Solution components NEC Hospitality Communication Solution:

- NEC IP communications platform
- NEC IP terminals
- NEC DECT solution
  - Access points / antennas
  - Mobile handsets
- Technology partners
  - Micros/Fidelio
  - Tiger TMS
  - Cetis (Teledex)



## Results

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Guests are better served thanks to shortened response times and the increased efficiency of the personnel has lead to lower costs for the hotel.

Using an integrated communications and security system not only increases efficiency, but also presents management with a holistic view on information and communications.



## About

The Renaissance Malmö Hotel is the first Marriott hotel in Sweden and opened early 2010. Located at the vibrant Lilla torg, the hotel is truly in the very heart of Malmö, Sweden. The hotel is only a five-minute walk from the Malmö Central Station, which connects directly to Copenhagen International Airport. It is a unique starting point whether you are in Malmö for business or leisure or visiting Copenhagen, Denmark.

This full-service historically stylish Renaissance hotel provides a broad range of services, multiple restaurants and state-of-the-art meeting facilities. The hotel features 128 unique rooms designed to make your stay inspiring and soothing.

Ever since opening, the Renaissance Malmö Hotel has been at the top of the guest feed-back overviews. For the year 2013, the Renaissance Malmö Hotel has been chosen by it's guests – on the prestigious Tripadvisor overview as:

Travellers Choice Winner 2013 – Luxury Hotels – Malmö, Sweden  
Travellers Choice Winner 2013 – Top Hotels – Malmö, Sweden  
Travellers Choice Winner 2013 – Best Service – Malmö, Sweden



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