

Westin Hotel



Customer

- Westin Hotel, Cape Town, Republic of South Africa

Industry

- Hospitality

Challenges

- State-of-the-art Hospitality Communication and Management solution
- Integration with hotel's Property Management System
- Optimized staff efficiency
- High-end services for the discerning guests
- A trusted business partner

Solution

- NEC Hospitality Communication Solution, consisting of;
 - NEC Communications Platform
 - Simple-to-use / feature rich guest room terminals
 - Dedicated reception terminals IP DT7xx
 - Integration with Property Management System Opera
- Some 700 extensions throughout the hotel including its 500 rooms
- Gijima, NEC Solution Business partner

Results & benefits

- Integrated communication and management system
- High level of efficiency
- Excellent guest & employee satisfaction

www.westincapetown.com

"We have always been extremely pleased with the high level of quality and the reliability of our NEC Hospitality communications solution, especially in combination with the outstanding service from Gijima, our System Integrator and NEC's Hospitality partner in Southern Africa" - Robert Kucera, General Manager Westin Cape Town.

Challenges

Westin Cape Town, part of the Starwood Hotels & Resorts, prides itself in indulging its guests in elements of well-being. Its hotel experience is defined by modern design, instinctive service and a rejuvenating atmosphere. Part of that experience is the technology that helps deliver it, from an operational, guest-centric, security and commercial perspective.

To achieve this, Westin turned to Gijima, the leading system integrator and specialist on Hospitality Communications in Southern Africa. As Gijima is a strategic partner of NEC, with its leading hospitality communication solutions, the partnership to achieve the objectives of Westin was set up in a right and professional manner.

Solution

To assure flawless communication for guests and staff alike, Westin Cape Town was installed with a leading NEC Hospitality Communication Solution, consisting of:

- NEC Communications Platform
- Connection to the guest-rooms, with simple-to-use / feature rich guest room terminals
- Dedicated reception terminals
- Connection to their front-house Property Management System Opera so that calls can be billed and room-numbers are represented at staff terminals

The system will soon be outfitted with the latest NEC IP phones at reception, business and conference areas and in the top-floor VIP executive rooms.

Ralph Krull, Sales Executive at Gijima, elaborates: "Westin Cape Town has always been a loyal client and we're very excited at being given the opportunity to further enhance the communication platform's IP abilities and to introduce some of the latest Hospitality applications at the hotel. We expect a great improvement in both productivity and guest centricity for the staff, as well as an increase of perceived services by the guest."

Results

The fully integrated communication platform provides a high level of service, while easing operations and keeping costs to the minimum.

Robert Kucera, General Manager of Westin Cape Town, states "We have always been extremely pleased with the high level of quality and the reliability of our NEC Hospitality communications solution, especially in combination with the outstanding service from Gijima, our System Integrator and NEC's Hospitality partner in Southern Africa. For a busy hotel as ours, that caters to a very international mostly business oriented clientele, we know that we need to offer high standards in technology as well as guest services. I am also very excited about the IP upgrades and new applications being rolled out shortly, which will further increase our staff's productivity and our guests' experience."

About

Memorable experiences await in the Westin Cape Town, with unique views over the V&A Waterfront as well as Table Mountain. The hotel's fantastic glass façade allows clear views of the breathtaking beauty of Table Mountain, Lion's Head and the entirety of Table Bay.

In addition to the extremely well appointed rooms, the hotel's conference and meeting facilities include 19 meeting rooms that boast state-of-the-art conference and audiovisual equipment. The Cape Town International Convention Center (CTICC) is adjacent to the hotel building and is able to cater for large conventions, events or show cases.

The Westin Cape Town has been recognized as one of the most luxurious hotels in South Africa and features a unique spa with the best views over Cape Town. Their list of awards:

- 2013 Tripadvisor Winner Travellers' Choice 2013
- Tripadvisor Certificate of Excellence for Hotels 2012
- South Africa's Luxury Business Hotel for 2011 World Luxury Hotel Awards™
- South Africa's Luxury Business Hotel for 2008 World Luxury Hotel Awards™
- Top 5 hotels in Africa- 2006 Conde Nast Traveller US Readers Choice Poll
- Number 8 hotel Spa in the world – 2006 UK Conde Nast Reader's awards
- Voted best Luxury Hotel Spa in 2014



For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)
NEC Enterprise Solutions
www.nec-enterprise.com

North America (USA)
NEC Corporation of America
www.necam.com

Corporate Headquarters (Japan)
NEC Corporation
www.nec.com