

The Peninsula Shanghai

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NEC Unified Communications has been deployed to improve guest service at The Peninsula Shanghai, covering 99.9% of the hotel with wireless LAN integrated with the property management systems.

The Peninsula Shanghai

▶ Customer Profile

■ At a glance

The Hongkong and Shanghai Hotels, Limited (HSH), owner of The Peninsula Hotels, operate luxury hotels in key gateway cities in the U.S. and Asia. Famed for their celebrated personalized service and Peninsula hospitality, the newest hotel, The Peninsula Shanghai, opened on October 18, 2009 on Shanghai's historic Bund overlooking the Huangpu River, Pudong and the gardens of the former British Consulate. The hotel uses a Unified Communications system with an integrated IP-based voice and data wireless network that covers 99.9% of all facilities with NEC's UNIVERGE SV8500 IP Telephony server and wireless LAN system. Hotel staff are equipped with UNIVERGE Terminal MH250 mobile handsets, and with the integration to the hotel property management system and the Peninsula Hotels' Extra Low Voltage system, this Unified Communications network helps deliver immediate guest service and efficient staff management by reducing unnecessary manual operations.

■ Installation background and issues

To meet customers' up-to-date needs, it was essential to create an integrated voice and data IP network. At the same time, the hotel needed to establish a widely covered wireless network environment throughout the hotel.

■ Installation results

The UNIVERGE SV8500 IP telephony server and about 2,000 wireless LAN access points cover 99.9% of the hotel facilities including residential tower and shopping arcade, and integrated to the hotel property management system, they provide both guests and hotel staffs with fast and seamless communications. Hotel staff carry 220 sets of UNIVERGE Terminal MH250 mobile handsets when they are on duty.

The Peninsula Hotels' ELV system is integrated with the UNIVERGE SV8500 when guests press call buttons from their rooms. The system helps to deliver prompt guest service and reduce unnecessary manual operations.

■ NEC proposal

- NEC proposed a fully-integrated voice and data IP network infrastructure consisting of a UNIVERGE SV8500 IP Telephony Server and wireless LAN system.
- UNIVERGE Terminal MH250 mobile handsets integrated with messaging server, to provide fast and seamless communications.

■ Introduction of products and solutions

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