

The logo for DAMOVO, featuring the word in a bold, white, sans-serif font with a small triangle above the 'A' and a small inverted triangle below the 'O'.

**DAMOVO**

A photograph of a modern, multi-story building with a curved facade and many windows, some of which are illuminated from within. The building is set against a clear blue sky with a few wispy clouds. The foreground shows a green lawn.

# **NATIONWIDE NETWORKING: DAMOVO SWITZERLAND IMPLEMENTS MORE CENTRALISED CONTROL OF ALL HOTEL LOCATIONS AT DORINT AIRPORT HOTEL ZURICH**

In future, the ICT infrastructure of all Dorint hotels nationwide will be centrally controlled from Zurich

## CHANGE DRIVER

For more than 60 years, the Dorint hotel chain has been offering accommodation across Europe via holiday hotels, resorts, business hotels and holiday apartments. Dorint GmbH has its headquarters in Cologne and is part of the Honestis AG group of companies. In Switzerland the chain has three hotels in Zurich, Beatenberg and Basel. The company wants to expand its presence across the country with more facilities in the future.

There is also a plan to use the Dorint Airport Hotel Zurich, which was built in 2015, as a technical hub for setting up a modern, networked communications landscape across the Swiss branches. The current solution consisted of local servers, making it difficult to flexibly exchange data between the individual hotels. The reservation of rooms by telephone was also tied to a specific location and could not be managed centrally. This meant that the flexible use of personnel resources was only possible to a limited extent. Dorint wanted the technical infrastructure to be set up so that both the existing hotels in Basel and Beatenberg and the planned new buildings could be connected to the Airport Hotel in Zurich. To make this possible, the telephony and network infrastructure had to be renewed.

### *The goals*

The modernisation efforts focused on three main areas; networking the individual hotel locations under central control, integration of all mobile phones for a uniform guest approach, and the harmonisation of communication channels for improved customer relations.

Dorint wanted to offer its guests a digital experience whilst improving the levels of personal contact. This included the use of innovative tools to enable visitors to check-out via TV or telephone as well as to access hotel information from

## ABOUT DORINT AIRPORT HOTEL ZURICH

- **Hotel chain with headquarters in Cologne**
- **Operates 62 hotels across Europe**
- **4,500 employees in Germany, Austria and Switzerland**
- **A total of 3 hotels in Switzerland, headquarters in Basel**

their own mobile devices. They also wanted to develop digital touchpoints across the hotel – enabling staff to have access to all relevant guest information via real-time communication at any time, from any location and from any device. This would enable a closer relationship with guests, and ensure concerns were addressed as quickly as possible.

## DAMOVOS APPROACH

Damovo implemented a central UCC private cloud solution based on the Mitel communications platform MX-One at the Zurich location. Comprehensive functions for unified communications & collaboration as well as contact centre applications can be rolled out from here to all other hotels. Damovo replaced the heterogeneous server landscape with a central cloud solution that ensures flexible, highly available and secure resource distribution. Further ICT infrastructures, such as those in the planned new buildings, can also be flexibly connected in the future.

### *Reliable communication in case of emergency*

Damovo also raised security standards by implementing an alarm server from New Voice. In the case of an emergency the alarm server makes it possible to evacuate hotel guests and staff promptly. If for example a fire poses a threat to guests and employees, a silent alarm ensures that each person is reached in their room in their native language and is guided to safety. The system warns the hotel guests by calling their room telephone. Within ten seconds, they must then confirm the instruction to leave the room along the specified escape route.

### *Interface software for automated check-out*

During the ICT infrastructure modernization the WLAN infrastructure and the landing page of the Dorint Airport Hotel Zurich were also adapted. Damovo implemented an IP Connect solution from TigerTMS. This allows guests to access information and services, such as individual flight data and train connections, using their personal end devices. The TigerTMS interface software also implements an automatic guest check-out facility – either via telephone, the TV or by inserting the key card at the lift. Damovo also took over the integration to



the front desk with the Opera software as well as the implementation of personalised wake-up calls, automatic room status queries, and the WLAN.

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## CUSTOMER VALUE

***“We place a lot of importance on creating customer loyalty through a positive, personalised guest experience,” says Björn Achstaller, Hotel Director Dorint Airport Hotel Zurich. “We were able to enhance this even further with the mobile integration of MiCollab Client Softphones. Our staff are now able to view the relevant guest information from every call and via every device, and provide prompt answers in the right language.”***

Thanks to faster and more consistent communication - both between staff and on a technical level - the company has made its workflows much more efficient, which is also reflected in reduced operating costs. “Although our hotels are far from being fully utilised due to the Corona crisis, we decided to take these modernisation steps now. This will put us in a competitive position as soon as the situation returns to normal,” says Achstaller.

## ÜBER DAMOVO

- **16 offices worldwide, support capacity in 150 countries**
- **650 employees, approx. 2,700 customers**
- **More than 50 years of experience providing managed ICT solutions to enterprises across the world**
- **Management of around 1.9 million endpoints worldwide**

## CHOICE OF SUPPLIER

Damovo has many years of expert knowledge in the field of digital communication solutions for the hotel industry, having worked with many well-known hotel chains in Switzerland. The company was also the ICT service provider of choice for the construction of the new Dorint building in Zurich in 2015 and was able to complete the project to the customer's complete satisfaction ahead of schedule. During the negotiations on this project Damovo made a compelling business case with a strong price/performance ratio, and a convincing quick return on investment

