

Where you arrive makes the difference

The Mandala Hotel & Suites, Berlin



Customer

- The Mandala Hotel & The Mandala Suites, Berlin

Industry

- Hospitality

Challenges

- Separate / pillar communications
- Dated technology
- High operating costs
- Separate sub-systems
- Need to increase efficiency
- Need for trusted partner

Solution

- NEC Hospitality Communication Solution, consisting of;
 - UNIVERGE® SV8100 communication server
 - Flawless integration with PMS (Opera)
 - Bittel analogue telephones
- FMG, NEC's dedicated partner for Hospitality in Germany

Results

- Increased efficiency
- Lower operational costs
- Improved guest & employee satisfaction
- Holistic view on communication

www.themandala.de

Arriving at the The Mandala Hotel & Suites in Berlin, guests experience the design, the light, the aesthetics and the infinitely gratifying feeling of coming home. They can enjoy the atmosphere and the inspirational service at this boutique hotel, a quiet hide-away in the very heart of bustling Berlin.

Both the luxury hotel The Mandala Hotel and the associated The Mandala Suites in Berlin have extended their extraordinary & personalized guest services by means of integrated unified communications.

Christian Andresen, one of the owners and Managing Directors of both Mandala Hotels, states: "We are extremely pleased with the advice we got from FMG to implement a hospitality communication solution from NEC. This state-of-the-art facility enables us to provide our guests the best possible service and our staff finds the system very enjoyable to work with."

Challenges

The challenges management at The Mandala Hotel & Suites faced was increasing the level of service – with dated technology. Communications technology was dated and the facility was divided into separate pillars that were not easy to merge into one integrated network. Management and maintenance of the separate sub-systems meant high operating costs and the functionality it provided did not do justice to the high degree of personal attention and services The Mandala Hotel & The Mandala Suites aims to provide to its guests.

Essential needs were to serve guests as well as staff and to increase efficiency supported by state-of-the-art technology. All reasons for The Mandala Hotel & The Mandala Suites to select a trusted and experienced partner to advise and implement an advanced communication solution.

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Solution

The management The Mandala Hotel & The Mandala Suites found this trusted and experienced partner in FMG, a German based company founded in 1983 and specializing in communication solutions for the hospitality industry. With its dedication to the hospitality sector, FMG provides advice, solutions and services tailored to the needs of each client. Following their advice, the hotel is now equipped with the leading edge IP communications server UNIVERGE® SV8100. Despite its IP functionality and capabilities, the system also supports analogue extensions which made it possible for the hotel to use the Bittel range of phones as well.

The communications platform is fully integrated with the hotel's Fidelio Suite 8 Property Management System which provides a flawless solution for all operational departments.

Thomas May, Director of Sales FMG, comments: "NEC's SV8100 is a very powerful communication server and an ideal basis to provide hotels such as The Mandala Hotel & The Mandala Suites with an advanced and integrated communication solution. Its rich functionality and cost effectiveness make it a perfect fit for our markets".

Results

The fully integrated communication platform has resulted in improved guest satisfaction while providing significantly lower operational costs at the same time. Guests are served speedily and effectively, while staff efficiency has increased thanks to the enhanced functionality. The integrated system furthermore provides management of the hotel with a holistic view on its communication and operation.



About

The Mandala Hotel In the heart of the city, on Berlin's exhilarating Potsdamer Platz

Welcome to the privately managed world of The Mandala Hotel. Experience light, design, aesthetics and services that inspire – all in the very heart of Berlin. 157 studios and suites ranging from 40 to 200 m² create a modern, temporary home for travellers with a preference for sense and sensibility. The Mandala Hotel unites the gourmet restaurant FACIL, the QIU Lounge and the ONO Spa on the top floor of the hotel.



The Mandala Suites Located in Berlin's vibrant city centre, yet soothingly quiet

Business people and culture buffs alike make their home in the 81 comfortable suites ranging from 40 to 100 m². In the Lounge, located on the top floor, the aesthete will appreciate the exquisite design and refined details while the traveller will appreciate the superb breakfast with magnificent views over Berlin. Brightness, facileness and outstanding service unite to form a truly holistic and private experience



For further information please contact your local NEC representative or:

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