

About the Hydro Hotel

The Hydro Hotel is an elegant Victorian hotel with views over Lake Windermere in Cumbria. The hotel offers over 80 bedrooms, leisure facilities and a conference centre catering to 200 delegates. The hotel employs over 50 members of staff. It is part of a chain of 3 sister hotels.

The Challenge

The Hydro Hotel was going through the process of major refurbishment and was looking for a new communications solution that could overhaul their everyday processes, including:

- Improving efficiency – with their existing system, the simplest tasks were taking far too long to complete.
- Making it quicker and easier for staff to communicate and collaborate internally.
- The ability to record calls or see where calls had been missed. The hotel had identified that business was being lost through missed calls or calls not being answered due to all lines being in use.
- Increase margin through more direct bookings secured by phone or web enquiries.

“ *The iPECS solution has empowered me and my team to take a more proactive approach to the day to day running of the Hotel. The ability to pull off simple reports has really helped the Management team to get a much clearer overall picture of how the business is doing and see where improvements can be made.*

Ian Catterill, General Manager, Hydro Hotel ”

The Solution

- An iPECS UCP600 was deployed, in addition to full CAT 5 cabling.
- The iPECS solution has enabled the Hotel staff to work more efficiently and communicate better, which in turn has led to better and faster guest service.
- iCall Suite allows the Hotel to produce proactive reports and chase up missed calls, leading to an increase in business.
- The iPECS provided simple integration with the Hotel's PMS software, Guestline.
- The iPECS' Hospitality Console helps the Front of House team with faster processing of key activities such as guest check-in and room status which has led to direct improvements in guest satisfaction and cost reduction.
- The General Manager can now operate the Hydro Hotel and its sister hotel, the Samlesbury in Preston, using the UCS mobile application on his smartphone, reducing the need for unnecessary travel and expensive call charges.

Key Features

- iPECS UCP600
- iCall Suite
- Call Recording
- Hospitality Console in Reception
- 86 extensions in bedrooms and 6 conference rooms
- 8 IP phones around the hotel for staff to be contacted at designated communication points
- 10 WiFi handsets to give night porters roaming access to communications
- UCS mobile app