



CASE STUDY – Club Med Punta Cana



OVERVIEW

Club Med, Worldclass Resort Hotel with 70 locations in 24 destinations, operations in 40 Countries. 13,000 employees of 110 different nationalities. World specialist in upscale, friendly, multicultural all-inclusive holidays. Club Med Punta Cana has over 800 guest room and close to 100 admin phones. The IT Director is responsible for the seamless integration of Technology and Telecommunications to enhance guest experience.



KEY BUSINESS CHALLENGES

Replace aging on premises PBX system riddled with frequent outages quickly without impact to guest experience.
Existing PMS System was customized and in-house integration with local PSTN and 911
Offer guests an enhanced communications experience without increasing operations cost.



CLOUD/HOSTED SERVICE BUSINESS BENEFITS

IPHospitality powered by **IPFone** allows use of existing analog phones in guest rooms while offering the benefits of superior voice quality and integration to existing PMS.
Hotel can now offer a customized experience to guest based on language preference.
Cloud based so hotels can stay connected and productive even if they lose a site due to unforeseen natural events.
Free calls between locations even when located in different countries.
Provide more competitive long distance and international rates to guest.