PHONESUITE™

Case Study:
Hilton Garden Inn

Atlanta Perimeter Center

Phonesuite to the Rescue in Atlanta!

How Phonesuite's "Action First" Attitude Accelerated Restoration During a Communications Crisis

WHEN CRISIS STRIKES

June 15, 2017 should have been business-as-usual at the busy 193-room Hilton Garden Inn Atlanta Perimeter Center. But mid-morning, the property's old PBX system – in service over 20 years – suddenly crashed, throwing hotel operations into a tailspin. While management assessed the situation, they forwarded the main phone number to a fax line, but faced the grim reality that no outbound calls could be made, either by staff or guests, effectively crippling the property. To assure security, staff was quickly assigned duty to "fire walk" the property to check on guest and hotel safety.

For the balance of that day and part of the next, managers at Hilton Garden Inn desperately sought a solution from their current vendor, but found them to be slow to respond. Through a series of calls, a high quote was finally given for a replacement part with no assurance that it would get the system up and running – just a "best guess" that it might patch the old system together for some period of time. In addition, the part would not even arrive until the following Monday. The management team at Hilton Garden Inn felt that their current vendor was unsympathetic to the urgency of the situation and unable to offer them a good solution.

That's when Hilton Garden Inn called in Jim Wonsey, Director of IT Services for BRE Select, to assist them. Based on his extensive experience with Phonesuite, Jim recommended the hotel move to Phonesuite's more modern and efficient cloud-hosted solution. As Jim recalls, "With Phonesuite you can put something in the cloud quickly and easily. That's key. And the redundancy and stability of the solution means you're investing in a good solution, not throwing good money at a bad situation."

PHONESUITE SPRINGS INTO ACTION

When the decision was made to turn to Phonesuite on June 16, it was Friday afternoon, which would have seemed a less-than-ideal time to bring in a new vendor with the weekend looming, and negotiations to be made and contracts to be signed. Yet, Jim Wonsey remained confident that a speedy solution was at hand. "I knew that Phonesuite is a relationship company that wants to make sure the customer is taken care of. They don't worry about the contract in a situation like that. They are willing to take care of the customer first, based on trust."

Indeed, Phonesuite sprung into immediate action and expedited getting equipment to the property the following day, Saturday, while a tech raced to meet it there. The tech arrived on-site on Sunday and was able to use that day to get equipment rack-mounted, with a second tech joining him that day for installation.

Benefits

- Fast and reliable communications

- Economic solutions

- Provisioning of enhanced high-tech features or staff and guests

- Seamless transitioning from legacy PBX to hybrid VoIP

- Prevention of communications interruptions

- Advanced communications security measure

- Scalability that accommodates for hundreds of proprietary phone extensions

- Same-day operability 100% capacity achieved in four days

By Monday, June 19, the main phone was up and running, the auto attendant was recorded and guestroom cross connections were quickly being brought online. On Wednesday, June 21, the installation was considered complete and the management team at Hilton Garden Inn was able to breathe a sigh of relief as they moved to a better-than-business-as-usual mode with a reliable and more efficient new communication system. General Manager of the property, Andrew Funt, stated, "We were definitely nervous and uncertain of how long our hotel was going to be without communication when the system went down. Then Phonesuite acted so quickly that the feeling of uncertainty turned into a 'wow, they fixed it…what a relief!' We immediately felt we were in good hands with Phonesuite."

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Andrew Funt - General Manager, Hilton Garden Inn
Atlanta Perimeter Center

BRINGING BEST-IN-CLASS BENEFITS THAT IMPROVE HOTEL COMMUNICATIONS, EFFICIENCY AND OPERATIONS.

With their communications crisis behind them, the Hilton Garden Inn Atlanta Perimeter Center has been able to fully realize the improved functionality of their new Phonesuite solution, along with enjoying the peace of mind that comes from partnering with a reliable communications partner. As Jim Wonsey says, "I don't hear from properties anymore that have Phonesuite. They have a reliable solution and with built-in redundancies, so if a voice circuit goes down, you can reroute over 4G and if a property loses power, I can reroute to another property or have other solutions. This Phonesuite solution allows the property to be more efficient, being able to transfer calls and have a stable interface to the PMS."

Andrew Funt speaks of the benefits they've gained from the Phonesuite platform, "Before we had Phonesuite we had an antiquated system that took up tons of space in the phone closet, and there was always a time delay if something went wrong. Now with Phonesuite, we have a modern, compact, easy to use system that works very well. We've been able to set up new extensions to organize our conference rooms, transfer calls with one-touch, have multiple lines for holding and tons of other features that are a huge wow factor for us."

Phonesuite is a leading provider of hospitality communications for hotel managers and owners who need a reliable, simple-to-implement telephony platform that supports both SIP and analog phones. For over 25 years, Phonesuite has been the proven choice for modern, open-architected integrated hotel communications for over 5,000 hotel installations. Our products, combined with our nationwide dealer support and engineering expertise, create reliable communication solutions that meet or exceed all hotel requirements. Our turnkey solution is also now available factory direct. For more information, visit Phonesuite.com or email marketing@phonesuite.com.

WHEN EVERY SECOND COUNTS

In the case of the Hilton Garden Inn and many others, Phonesuite has been able to take an installation process that used to take 2-3 weeks and compress it to as little as four – five days. Here's the timeline of how Phonesuite restored Hilton Garden Inn's communications without delay:

DAY 0

The day starts of well in Atlanta, but by mid-morning the property's **PBX system has crashed.** Security procedures are put into place to protect guests, and management begins reaching out to their current vendor for a speedy solution. A series of back-and-forth calls ensue with no workable resolution offered, so the property then brings Jim Wonsey into the mix to help them find an answer.

DAY 1

Jim Wonsey receives word from Hilton Garden Inn's current vendor that they believe the system needs a replacement part which they could ship to the property. Upon review of the estimate and with the understanding of shipping times, Jim recommends consulting Phonesuite. It is now Friday afternoon, and with a full understanding of the impact a communication outage can have, **Phonesuite immediately takes action** to get both equipment and technicians on their way to the property.

DAY 2

Phonesuite equipment arrives on Saturday, while a tech is on the way to meet it.

DAY 3

It's Sunday, but Phonesuite persists in resolving the communication crisis for the hotel. **A technician arrives** and is soon joined by a second tech. Together, they get the new equipment rack-mounted that day..

DAY 4

Equipment is installed, the main phone line is up and running and the auto attendant has been recorded. Guestroom connections are quickly being processed. There's some work to do, but the worst is behind the hotel and **operations begin to return to normal.**

DAY 5

With the emergency resolved, **Phonesuite techs continue to make sure all guest rooms are online..**

DAY 6

Testing and troubleshooting prove that full operation has been achieved and it's **time to sign off on a successful installation.**

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