



Phonesuite Modernizes Communications Across Two Best Western Properties

The Hotels Gained a Phone System Designed for Multi-Property Needs

Background

When property owner Brian Park stopped by the Phonesuite booth at the Best Western Convention in Charlotte, he wasn't looking to change phone system providers. However, he was intrigued by what Phonesuite's VoIP solution had to offer, particularly the modern features and hospitality-focused design.

The Challenge

As the owner of multiple Best Westerns in Wisconsin, Brian wanted a phone system that could scale with his properties' needs, simplify operations, and support long-term guest experiences – along with transparent pricing and responsive support.



The Action

The first priority was upgrading the **46-room Best Western Derby Inn** in Eagle River, a property with public space and administrative telephones, plus a front desk that needed consistent call handling. Soon after, Brian brought in his second location, the **58-room Best Western Plus Jefferson** in Jefferson.

As an existing client, when Brian voiced concern that new phone system pricing for the Jefferson property may be cost prohibitive, Phonesuite management was able to apply a multiple property discount. Installation went smoothly, and both locations were up and running with a VoIP solution that supports:



All handsets on the property, including wireless



PMS integration with Auto-Clerk



Hospitality-specific features and workflows



The Results

Phonesuite delivered more than just a phone system – we delivered a partnership. For busy property owners like Brian Park, that matters. As a result, the hotels:



Completed both installations seamlessly with **no reported issues**



Received **clear, consistent pricing** and responsive support



Simplified communications management across both properties



Equipped staff with a modern system that **supports daily guest service**