

# The Victoria Falls Hotel



## Customer

- The Victoria Falls Hotel, Zimbabwe

## Industry

- Hospitality

## Challenges

- State-of-the-art Hospitality Communication solution
- Integration with hotel's Opera Property Management System
- Optimized staff efficiency
- Stylish and fully featured guest room phones
- High-end services for the discerning guests

## Solution

- NEC Hospitality Communication Solution, consisting of;
  - UNIVERGE® SV8100 communication server
  - IP DECT mobile communication solution
  - UM8000 VoiceMail/Unified Messaging solution
  - NEC analogue, digital and DECT phones for staff
  - Jacob Jensen guest room phones
- Flawless integration with PMS
- Connected to a wide variety of wired and wireless phones

## Results and Benefits

- Integrated communication and management system
- Staff mobility throughout hotel
- Excellent guest & employee satisfaction

[www.victoriafallshotel.com](http://www.victoriafallshotel.com)

“The NEC Hospitality Communication Solution is the catalyst and condition to provide up-to-date communication facilities, to our staff, as well as to our guests” – Giulio Togni, General Manager The Victoria Falls hotel

## Challenges

The Victoria Falls hotel was in need of modernizing and enhancing its communication solution to keep up with the advanced needs of its discerning guests, as well as further enhancing the efficiency and service levels of its staff.

Besides providing highest possible guest satisfaction and staff efficiency, challenges were to provide full integration with the hotel's Property Management System and ensure staff are equipped with appropriate communication tools in order to provide excellent guest services.

## Solution

Destiny Electronics, NEC's business partner in Zimbabwe, was invited to participate and propose an advanced solution. Following their advice, the hotel is now equipped with the leading edge IP communications server UNIVERGE® SV8100. On top of its IP functionality and capabilities, the system also supports analogue extensions which made it possible for the hotel to use analogue phones in the rooms.

To provide full coverage for mobile communications throughout the hotel for front- & back-office staff, Destiny proposed NEC IP DECT wireless infrastructure. The communication system supports 183 Jacob Jensen designer guest telephones for the guest rooms, 15 NEC digital guest service terminals and 64 NEC Baseline telephones for back office staff as well as wireless G355 IP DECT phones for mobile staff throughout the hotel.

Hotel staff are also equipped with NEC's sophisticated M155 wireless messaging devices. These small watch-like devices are easy to wear and provide mobile users the optimum in mobility, accessibility, flexibility and comfort. Besides a messaging device, the M155 also offers speaker-phone communication and acts as a personal alarm device.

## Results

NEC's SV8100 is a very powerful communication solution and an ideal basis to provide hotels with an advanced and integrated communication solution. The fully integrated communication platform provides a high level of service and security, while easing management and keeping operational costs to the minimum. The SV8100 communications platform is fully integrated with the hotel's Opera Property Management System which provides a flawless solution for all operational departments.

The benefits of mobile communications throughout the entire hotel are clear for both employees and guests. Service to guests is optimised by deploying NEC's wireless IP-DECT mobility solution and the UM8000 messaging.



## About

Built in 1904, The Victoria Falls Hotel was the very first hotel to be built in Victoria Falls. The hotel exudes original colonial Edwardian charm but recent refurbishments offer guests the modern comforts one would expect from a luxury hotel.

For over 100 years, visiting members of Royal families, international and local statesmen, and celebrities worldwide, have stayed at The Victoria Falls Hotel. An atmosphere steeped in history, combining the charm of the old with the comfort and convenience of today. The hotel's 180 rooms are decorated in a manner that recaptures the comfortable charm of a bygone age, with colonial prints, four-poster and canopied beds, antique furniture and well-chosen artifacts.

Modern facilities and amenities mingle well with the old-fashioned ambience, including such 21st century travellers' necessities. Deluxe Rooms and Suites in the original section of the hotel offer breathtaking views across the deep Zambezi River gorge to the Victoria Falls Bridge and the spray of the Falls.



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