



LOCANDA DELL'ARTE

Locanda dell'Arte is a charming 4-star hotel with 30 suites and a relaxing SPA. Travelers, including nature and culture explorers alike, enjoy the genuine Italian country feel of the hotel and its surroundings. The restaurant offers authentic cuisine made from fresh local ingredients that is served in indoor and outdoor areas.

CHALLENGES

Locanda dell'Arte needed a separate, more mobile phone system for its management and restaurant phone lines in order to contact employees within the structure and in external areas, including reaching management over intercoms. As a boutique hotel, Locanda dell'Arte needed to enable greater staff mobility while ensuring that guests could reach them at all times. In addition, the hotel wanted to install wireless Internet access in each room and throughout the property to meet the evolving needs of its guests.

PRODUCTS AND SERVICES

- Alcatel-Lucent OmniPCX® Office Rich Communication Edition
- Alcatel-Lucent OmniAccess® IAP103
- Alcatel-Lucent OmniAccess® IAP93

WHY ALCATEL-LUCENT ENTERPRISE

Locanda dell'Arte was convinced by the customized solution proposed by Alcatel-Lucent Enterprise and Aviatel: the OpenTouch® Suite for SMB with hotel features (billing, check-in, check-out, room status, etc.) and DECT technology, an Alcatel-Lucent OmniAccess® IAP (Instant Access Point) based Wi-Fi® infrastructure as well as other new capabilities that are fully integrated with the existing third-party property management system.

Location: Solonghello, ITALY

Vertical: Hospitality

Number of users: 10 staff and 45 guests

Deal implementation: April 2015

Business Partner: Aviatel Srl



BENEFITS

 **TECHNICAL**

Today, internet connectivity is available in every area of the hotel, including the Spa, restaurant and external areas


The new Ethernet LAN infrastructure allows delivers a modular, reliable and "open" architecture.

 **FINANCIAL**

By replacing its aging phone lines with a new converged telephony solution, the hotel has decreased its maintenance costs.

 **USER EXPERIENCE**

With a single DECT terminal it is possible for Locanda staff to manage the entire structure and attend to guests needs without needing to always be at the reception desk.

 **“Thanks to the Alcatel-Lucent Enterprise solutions, Locanda dell'Arte adopted a UNIQUE telephone system to meets all our communication requirements. AVIATEL, Alcatel-Lucent Enterprise Certified Partner, proved to be the System Integrator able to support us in all needs related to the telecommunications infrastructure, both passive (wiring) and active (communications equipment and automation systems)”.**

Maria Palumbo, Owner - Locanda dell'Arte.