Royal Victoria Hotel

iPECS
AN ERICSSON-LG BRAND

About the Royal Victoria

The Royal Victoria is a 100 year old hotel in Llanberis, at the foot of Mount Snowden in Wales. The hotel has 106 rooms over 30 acres of picturesque grounds.

The Challenge

The Royal Victoria's 20 year old Mitel system, with separate analogue voicemail system, needed to be replaced. The hotel required a modern communications solution that would:

- Improve their business efficiency and service to guests.
- Connect the hotel's 160 employees.
- Provide call logging to help monitor business performance and control costs.
- Reduce spend on line rental and call charges.
- Provide communications to mobile members of the team such as the night porters.
- Improve guest WiFi internet access.

We have already seen a growth in the number of positive reviews on TripAdvisor, commending us on the high level of customer service we provide. I have no doubt that this is a result of the improved communications we now have in place around the hotel thanks to the iPECS.

Steven Lee, General Manager, Royal Victoria Hotel

The Solution

The UCP600 was chosen because it offered a cost effective, feature-rich, SIP-connected solution.

The iPECS system allowed the Royal Victoria to retain their existing legacy infrastructure, blending their current analogue technology with IP and SIP.

iPECS reliability and resilience, combined with remote and on-site engineering support, ensures complete peace of mind.

iPECS utilises SIP connectivity that provides significant savings on line rental and call charges, as well as providing flexibility and business continuity. These savings also offset the cost of a dedicated fibre lease line allowing high speed internet WiFi access to guests and staff.

Key Features

- iPECS UCP600
- 20 digital extensions providing access to communications for hotel staff
- 106 analogue extensions throughout guest rooms
- SIP trunks
- Enhanced mobility for night porters via mobile twinning