

# A 21st-century Telecoms solution for a 16th-century luxury Hotel.



*Hintlesham Hall Hotel*

Hintlesham Hall can be found nestling in 175 acres of rolling Suffolk countryside and describes itself as a 21st Century haven of comfort and friendly professionalism within a Grade 1 Listed Elizabethan Manor House. A splendid Georgian façade hides the hotels 16th-century origins to which the Tudor red-brick at the back of the hall is a clue. The Hall has 34 bedrooms and suites of varying shapes, sizes and styles enhanced by fine fabrics, and works of art and antiques whilst also offering modern services such as complimentary Guest WiFi and LCD TV's

The current owner Dee Ludlow and her partner Geoff Colins have firmly established Hintlesham Hall as one of the finest amongst the UK's highest rated hotels, receiving the AA's highest accolade in the East of England in recent years.

Q\DOS Networks was appointed to install a modern, efficient telecommunications system due to its experience in the hospitality industry. Dee Ludlow explains; "Effective communications is vital to our hotel. Our phones ring several times a minute on average so it's essential that no calls are missed and the system works smoothly."

"We required a reliable system that would be able to manage a high level of calls, and we wanted local experts to provide a solution as well as proactive customer support in order that we could develop a long-term understanding and relationship. The previous telecommunications company were based in Cornwall so if anything went wrong, it was

time consuming and expensive to rectify problems."

Dee adds; "Q\DOS Networks was appointed to deliver a bespoke telecommunications system that would improve the businesses' efficiency as Hintlesham Hall continues to evolve."

The Project Management team at Q\DOS Networks undertook a detailed analysis of the hotel's requirements before recommending the Avaya IP Office telephone system. Paul Deeks, Technical Services Manager at Q\DOS says; "Avaya is a global leader in hotel telecommunications and this model offers a complete solution for Hintlesham Hall, reducing the need for significant reinvestment at a later date as the current platform has a flexible and inexpensive future upgrade path."

Avaya IP Office helps hotels to improve productivity thanks to sophisticated applications such as integrated messaging, voice mail and auto attendant which helps to manage calls for Reservations, Leisure Facilities and Conferencing & Banqueting. The telephone system is fully integrated with Hintlesham Hall's property management system and call accounting software ensuring that the hotel can maximise guest revenue in this area.

Whilst Q\DOS Networks is based only a short distance from Hintlesham Hall, thanks to an innovative diagnostics system, Q\DOS engineers can rectify any future problems offsite often before the client is aware of an issue, meaning

chargeable engineer call-outs are now a thing of the past. In addition, the diagnostics facility enables Q\DOS Networks to offer an inexpensive full 24/7 x 365 services and support contract to the Hintlesham Hall.

Dee summarises; "Q\DOS Networks knowledge of the hospitality industry and understanding of our specific requirements was simply outstanding, as was their cooperation throughout the project."

The Avaya IP Office Telephone System has certainly improved our guests' experience and has made our operation more efficient, and will continue to save us money in the future."

Paul believes the project ran smoothly from start to finish due to Q\DOS Networks extensive knowledge of the hospitality industry, "We strive to provide the highest level of service for our customers and really understand our clients' business so they receive the right Telecoms, IT & Internet solution."

"Effective communication is the lifeblood for any hotel's survival and Hintlesham Hall now has an efficient integrated solution to enhance productivity and customer service for many years to come".



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