



# Grand Hotel Kempinski in Riga, Latvia

## ABOUT THE CLIENT

Originally built in the 19th century, Grand Hotel Kempinski Riga is situated in the heart of the Latvian capital. Just opposite the National Opera House and by the entrance to the town's historic centre. Hotel with 141 luxury rooms and suites, five meeting rooms, Kempinski The Spa centre, a swimming pool and a health club with fitness centre

## CHALLENGES

- Hotel needed cutting-edge multifunctional virtual communications platform for quests and staff, including integrated into Hotel Management System

## PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent OmniPCX Enterprise VoIP solution
- Alcatel-Lucent Hotel Link for integration with hotel management system
- Voice mail
- Alcatel-Lucent OpenTouch SBC (SIP Session Boarder Controller)

## BUSINESS AND TECHNICAL BENEFITS

- The solution allows providing the highest level of communication possibilities to customers
- The system is very flexible, it can be modernized and expanded as the hotel evolves
- The Opera Hotel Management System was integrated with The Alcatel-Lucent's virtual VoIP solution without any problems
- Competitive prices and quality proportion. Optimal costs for the system's maintenance and modernisation
- The installation has been done and completed according to the project schedule

## PROJECT

- Deal implemented: 2017
- Business partner: Adventus Solutions

## CLIENT PROFILE

- Location: Latvia, Riga
- Industry: Hotel
- Number of users: 250

"We have chosen Adventus Solutions as a Partner thanks to their high-tech VoIP solution and professional services. We inquired the Alcatel-Lucent Enterprise solution as it provides multifunctionality, ease of implementation, scalability and flexibility. We would like to emphasize that the technical support and services of the Certified Partner Adventus Solution were at the highest level. I am glad to say that we have chosen Adventus Solutions as a partner because they understand our specifics and provide professional services and maintenance."

**Jevgenijs Krivorots, IT Manager**