



Powering connections

SOFITEL ABU DHABI CORNICHE

Sofitel Abu Dhabi Corniche, part of the Accor portfolio, is a 5-star hotel in the heart of Abu Dhabi. Its 280 suites, meeting rooms, and amenities serve guests with a blend of French art de vivre with Arabic hospitality.



MEA



Hospitality



Midsize



Premise

AT A GLANCE

The analog phone system at Sofitel Abu Dhabi Corniche hadn't been updated since the hotel opened in 2012, and it simply wasn't modern enough to meet their high standards of hospitality. Poor call quality impacted the guest and staff experience, and complex cabling meant keeping up with the hotel's ever-changing requirements was a challenge.

GOALS

Sofitel Abu Dhabi Corniche needed a scalable, flexible communications solution that integrated seamlessly with other vital hotel systems. The goal wasn't merely to modernize their phones: they wanted a future-proof communications platform with features as sophisticated as the hotel.

RESULTS

After exploring different options on the market, Sofitel Abu Dhabi Corniche selected MiVoice Business for their telephony and communications solution.

Mitel's outstanding reputation and customer service led Sofitel Abu Dhabi Corniche to choose MiVoice Business. The hotel's owner highly recommended Mitel based on previous experience. As an added benefit, Mitel was already on the list of Accor-approved solutions, so it would also be easier to implement.

Mitel's exceptional customer support was a critical factor in the selection process. Sofitel Abu Dhabi Corniche, Mitel, and Mitel partner Telematics Advanced Technologies became a team, developing a customized communications solution to meet the hotel's complex and ever-changing needs.

"Mitel took ownership of the situation to ensure all outcomes were favorable to our valuable clients," said Srinivasalu Kamurthy, General Manager, Telematics.

Telematics helped integrate MiVoice Business seamlessly with the hotel's other systems, such as accounting and payment management. The software has everything they need, including detailed reports and flexible features to simplify operators' daily tasks.

Even the aesthetics of the hardware meet the high standards of the Accor brand, with bright, clear touchscreens that fit into the luxury décor of each suite. But it's not just the physical appearance that's sophisticated. Guests and staff appreciate modern features like noise cancellation and high voice quality.

Despite the complexity of the project, Telematics and Mitel were able to integrate the solution in just one day. IP technology gives the hotel flexibility and control, so they can quickly move phones to conference rooms or add lines to meet day-to-day requirements.

Now the hotel's phone system matches its 5-star status.

PRODUCTS

MIVoice BUSINESS ▶



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