



Company Case Study

Modernising internal communications
for a complex organisation

More about the Royal Maritime Hotel

One of the oldest hotels in Portsmouth, The Royal Maritime Club and Hotel originally opened in 1850 for sailors and mariners who were 'between ships'. Today, the hotel offers 100 en-suite, comfortable bedrooms and family suites, with a range of leisure facilities, activities and catering for guests.

The Royal Maritime Hotel is a famous feature for visitors in Portsmouth. In order to provide the service expected by guests, the hotel runs a complex, multi-department operation behind the scenes.

However, the business relied on a static phone system with over 80 extensions that could transfer calls, but was limited in its functionality. Syn-Star was called in to look for ways of improving

Key Outcomes

- ✓ Updated hardware
- ✓ Updated software
- ✓ Better connectivity
- ✓ Greater automation
- ✓ Automatically installed updates
- ✓ Slicker processes

Modernising internal communications for a complex organisation

The complete communication solution for hotels

IT Support for Business

Maximising the use of your IT can be a game changer for business that are looking to streamline their automation processes and save valuable time. Talk to us today to find out how we can help.

Client Quote

Karen Grandison

“And on top of that, office-based staff now have the option of hybrid working. It was impossible before because so much of our work was done on physical phonelines, but now it’s much easier to work from home if they need to.”

The Challenge

We started by looking at how each department used its phones, and what they wanted from a system. For example, the reception wanted physical phones, whereas the bars and conference areas wanted more mobility, with cordless “walk-about” phones.

Then again, office staff wanted a mix of physical desktop and softphones, with headsets so they could use the phone and type at the same time.

One of the biggest issues was the maintenance and cleaning teams that relied on walkie-talkies while they worked around the premises. The problem was that they weren’t discreet in front of customers and during events. If a staff walkie-talkie went off, anyone could hear what was being discussed.

There were also some dead zones around the hotel where staff couldn’t receive a signal, and it could be disruptive to working staff.

If a manager wanted to send a message to someone over the system, everyone hearing their walkie-talkie crackle would stop work and listen in, or respond to ask if a message was for them.

syn-star
IT - Telecoms - Technology

 **Email**
hello@syn-star.co.uk

 **Website**
syn-star.co.uk

 **Call us**
0333 242 2447



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The complete IT solution to ensure your business runs smoothly

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Client Quote

Karen Grandison

“The new telecoms system has been a game-changer for all of the staff, making communications easier and more reliable, and presenting a more professional approach to customers.”

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The Solution

There was a good wireless network across the building, so instead of a shortwave radio network, with all of its inefficiencies, Syn-Star technicians set up 20 mobile phones locked down in a closed system, with tagged handsets for each department.

Now, all staff can come in at the start of their shift and pick up a phone for their department, whether it's housekeeping, maintenance, security etc. If there's a problem to be solved, the supervisor can discreetly call or message an individual directly to take the necessary action.

Hunt groups were also set up so they can be sure to get a response. If a manager wants housekeeping to respond, they can hit a button which rings the whole group. If a group member is busy on a task or taking a break, then they know that an on-duty member of staff within their group will answer it, ensuring there's always a response.



Need help? Lets talk!

Want to find out how Syn-Star can help your business maximise the use of internal IT? head over to our website and secure a meeting now!