

# The Commodore and Portswood Hotels Cape Town



## Customer

- The Commodore and Portswood Hotels in Cape Town

## Industry

- Hospitality

## Challenges

- Futureproof communications solution
- Integration with the hotel's PMS
- PC-based reception operator solution with guest information

## Solution

- UNIVERGE® SV9100 communication server
- Business ConneCT Operator

## Results

- Efficient management
- Futureproof, stable and easy to operate Hospitality communications platform
- Shortened and more personalized response times to guest requests – higher guest satisfaction

[www.legacyhotels.co.za/en/hotels/commodore](http://www.legacyhotels.co.za/en/hotels/commodore)  
[www.legacyhotels.co.za/en/hotels/portswood](http://www.legacyhotels.co.za/en/hotels/portswood)

“The user-friendly, self-sustaining and stable NEC Hospitality Communications Solution and NEC’s Business ConneCT Operator Solution effortlessly and efficiently provide up-to-date communication facilities to our employees and guests, thereby enhancing the guests’ experience at our hotels.”

*Mr. Japie van der Merwe, Deputy General Manager and Rooms Division Manager, The Commodore and Portswood Hotels, Cape Town*

## Challenges

To keep up with the advanced needs of their discerning guests, as well as further enhancing the efficiency and service delivery of their employees, the Commodore and Portswood Hotels were in need of upgrading their outdated communications platform in 2017.

The hotels were looking for a system that is easy to operate, stable and reliable, cost-effective and future-proof.

## Solution

NEC’s business partner in Southern Africa, Gijima, was invited to propose a smart and advanced hospitality solution.

The hotels’ new communications system is based on NEC’s UNIVERGE® SV9100 server that serves both hotels, located adjacent to each other in Cape Town’s popular V&A Waterfront.

Besides its IP functionality and capabilities, the SV9100 systems also support digital and analogue extensions, making it possible for the hotels to use analogue phones in the rooms and public areas, while the administrative departments use digital phones.

Gijima further provided a PC-based operator Business ConneCT, which also serves both hotels. This system interfaces with the Property Management Systems and enables the employees to identify guests when answering the phone.

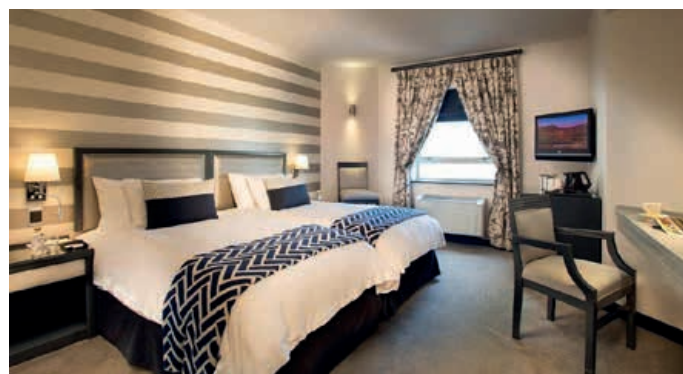
## The Commodore and Portswood Hotels Cape Town



## About

**The PortsWood Hotel:****Historical luxury hotel in Cape Town**

The Portswood Hotel is considered part of Cape Town's history. The restaurant and lobby are built around the original well and holding cells for prisoners bound for Robben Island in the 18th and 19th centuries. Today the Portswood is famous for its unique, personal approach to service, catering to, and anticipating the international traveller's every need and desire. Steeped in tradition and culture, the Portswood is a must for any traveller looking for luxury accommodation with a touch of history.

**The Commodore Hotel:****An exclusive hotel with exceptional views of Cape Town**

Overlooking the Victoria and Alfred Waterfront, with expansive views of Table Mountain, Table Bay and Robben Island, the Commodore Hotel is Legacy's flagship hotel in Cape Town. It epitomizes stylish living, quality service and a tranquil setting that ensure that our guests, whether businessmen or tourists, return year after year.



NEC's SV9100 is an ideal platform to provide both hotels with advanced communications solutions. It is functional, secure, cost-effective and fully integrated with the hotels' Property Management Systems, thereby enhancing management communications and performance across all departments.

The Business ConneCT switchboard is considered by the hotels as very user-friendly with a beautiful guest info functionality. Call transfers are performed with ease and speed. The DT4xx series digital phones function admirably in the boardrooms and administrative offices.

Furthermore, the hotels commended Gijima on their management of the project, the quality of work performed by their NEC certified engineers and the continued technical support provided.

## Future

The hotels plan to replace the existing guest room telephones in the future and possibly include hotel services, such as room service and concierge services, on NEC's touch-screen phones, customized by Gijima for their offerings.

For further information please contact your local NEC representative or:

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