



CASE STUDY:

# WORLDHOTELS

## At a Glance:



### Situation:

- With staff based in various locations and time zones worldwide, it was critical for Worldhotels to ensure staff could be accessible 24/7 without incurring additional costs such as roaming charges.
- Also required mobility, flexibility and space-saving options - making it soon apparent that their legacy telephone systems would be best replaced by a cloud solution.

### Solution:

- MiCloud Connect with mobile application.

### Results:

- Cost-saving: significantly reduced connection and maintenance costs
- Global reach: staff can connect seamlessly with colleagues in all locations worldwide
- Intuitive: easy-to-use solution benefits end users and IT administrators, allowing resources to be allocated to other tasks
- Space-saving: the absence of physical hardware frees up space at every site

**WORLDHOTELS**

where discovery starts



## Summary

Smooth and intuitive communications across Worldhotels' global workforce are essential for their continued development and successful growth. With Mitel's unified communications solution, Worldhotels secured flexible communications for locations worldwide.

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## Company

Worldhotels is an exclusive group of independent hotels, offering a handpicked portfolio of 450 properties in 250 destinations across 65 countries. Established in the 1970s, the company has a workforce of 135 in 36 locations globally. Most employees work in four major offices in Frankfurt, Singapore, Orlando and New York, with others based at numerous locations and in home offices on three continents.

### Situation

When Worldhotels split from its sister company, IHS, an entirely new communications solution had to be implemented that would seamlessly incorporate the existing phone numbers and take into account the shortage of space at various locations. The response to global alignment, the requirement for mobility and flexibility and limited space soon made it apparent that Worldhotels would greatly benefit from a Cloud solution.

Michael Bell, Senior Sales and Consulting Manager with IT services provider Black Box, introduced Mitel as the preferred solutions provider. Worldhotels also considered a number of other options such as Innovaphone and NFon, however Mitel was the only provider who could meet all the requirements, uniquely positioned to integrate existing phone numbers and transition them to Skype for Business.

### Solution

From planning to implementation, the project was completed very fast. Worldhotels decided on a Mitel solution at the end of April 2016 and the first tests were carried out in August. By the end of October, the employees had all been connected to provider Interoute's Cloud, and have been enjoying the benefits of the system ever since. Initial projections already show that Worldhotels will be able to reduce their telephone costs by two-thirds in Frankfurt alone.

### Results

Even though the implementation was only recently completed and not all the staff have yet made the transition to the new system, Worldhotels are already considering expanding the solution.

**“The Mitel solution is so user-friendly - it was the right choice. It is easy to use for the end user and simple to manage for IT administrators. We are already benefiting from reduced call rates.”**

**Alban Differenz, Senior Specialist Business Analysis, Performance and IT, Worldhotels**

Alban Differenz, said, “Our telephone system is still virtualised at the Frankfurt data centre but we are considering decentralising this in the future, and also implementing it at our other major locations. I would recommend Mitel’s UC solution to international companies unreservedly, not only for the comprehensive functions but also because of the fast

and smooth implementation. It really has exceeded all our expectations.”

Sophie Neubauer, PR and Communications Manager, Worldhotels, added, “Thanks to the scalability of the solution, we are able to connect all our staff to the new Cloud system, worldwide. All employees now have 100% flexibility, enabling us to create a consistent corporate culture for Worldhotels.”

**“The Mitel solution offers our staff maximum flexibility. The mobile app also ensures that staff are available on one phone number whether in the office or at home.”**

**Alban Differenz, Senior Specialist Business Analysis, Performance and IT, Worldhotels**



## Learn More

Find out more about Mitel’s UC solutions at [mitel.com](https://mitel.com).

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