

# NOORUS SPA HOTEL HAS BUILT ITS COMMUNICATIONS NETWORK WITH ALCATEL-LUCENT SOLUTIONS

## INFORMATION ABOUT THE CLIENT

Modern SPA hotel Noorus with 114 guest rooms, newly built in 2014, is located on the gorgeous seashore and combines its amazing architectural design with pure customer service, comfort and cosiness. In the XIX century the town of Narva was considered by many to be the pearl of the Baltic coast and was famous for being one of the favourite vacation places for many outstanding people of Russian culture and science, who preferred Narva-Jõesuu to the western resorts.

## TASKS

- To create a joint hotel communications network with centralised-configuration possibility
- To install a modern hotel operating management system to enable the effective planning of accommodation, scheduling of SPA procedures, tracking of customer payments for services
- Integrate a management system for the maid service, parking gate

## PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent 4039 and 4019 telephones sets
- Integration with the hotel property management system Fidelio

## BUSINESS AND TECHNICAL BENEFITS

- A voice communications system that meets industry standards, designed and enhanced in accordance with customer needs to support the company's further development
- Background for the delivery of high quality hotel services for a wide range of customers and to foster prosperous working cooperation with tourism agencies
- Complete maintenance by the manufacturer's certified partner, Adventus Solutions



"We chose a solution developed by Alcatel-Lucent and realised by Adventus Solutions. This voice transmission system meets our requirements and allows us to provide highly efficient services for our customers. We appreciate the fact that the system can be modernised and extended in line with the company's growth. I am pleased to say that we became partners with Adventus Solutions company, because they understand our needs, offer highly-qualified specialists and provide professional services and maintenance."

Polina Nadelyueva  
Project manager  
Noorus SPA Hotel



### PROJECT SPECIFICATION

- Project realised: 2014
- Business partner: Adventus Solutions (Tallinn, Estonia)

### CLIENT PROFILE

- Place: Estonia, Narva
- Area: Hotel with spa treatments, conference facilities
- Number of users: 184, located in 1 building