



Langham Hotels leverages PIVOT smartphones for seamless communication and enhanced guest service

A history of defining modern luxury

For more than 150 years, The Langham Hotel in London has been the preferred destination for discerning travelers seeking the ultimate modern luxury experience. Built on the site that was previously home to Sir James Langham, the original Langham Hotel was renowned for its fine interior craftsmanship and one-of-a-kind indulgences, such as electric lighting, hydraulic lifts and air conditioning.

Today, Langham Hotels and Resorts spans four continents. Each location conveys a unique story through its architecture, design, location, and commitment to social responsibility, while providing unparalleled guest service.

“ With PIVOT smartphones, staff can communicate from anywhere in the hotel, while reporting supports training and the continuous improvement of guest services. ”

- Mr. Perry Lai, Vice President – Information Technology of Langham Hospitality Group



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Industry
Hospitality

Overview

The Langham Hotel needed to modernize their mobility solutions in order to meet the increasing 24/7 demands of their elite travelers. The hotel's existing Motorola Wi-Fi solution and PBX failed to provide clear voice quality throughout their facilities. Dropped calls and spotty access to applications resulted in miscommunications and inefficient service among team members.

Solution

- Spectralink PIVOT
- FCS e-Housekeeping application

Results

- Improved team communication and service coordination
- Faster response to guest requests
- Environmental sustainability best practices met

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“ In today’s world of instant gratification, communication among our team is vital in the provision of timely and anticipated service. A mobility solution allows immediate collaboration, enabling colleagues to take responsibility for the delivery of service excellence. ”

- Mr. Perry Lai, Vice President – Information Technology of Langham Hospitality Group

With a rich history and sterling brand recognized for providing superior service, The Langham understands their guests require and deserve 24-hour attention. They also recognize the importance of exceptional service delivery in a social world, whereby guests can instantly cite issues or dislikes. Knowing that a memorable guest experience starts with clearly orchestrated team communication, The Langham set out to modernize their mobility solutions.

Cost-effective mobility solutions for superior guest service and environmental responsibility

The Langham realized that their incumbent mobility solution failed to provide clear voice quality throughout their facilities. Dropped calls and miscommunications led to inefficient service, contrasting with The Langham’s commitment to delivering a pre-eminent guest experience.

The Langham Hotel at-a-glance

- Europe’s first “Grand Hotel” opened on June 10th, 1865
- 380 fully refurbished and elegantly appointed rooms and suites
- The Langham Hotels and Resorts span four continents, with destinations including; Australia, New Zealand, United States, Canada, China, Hong Kong, and United Kingdom

Awards and recognition

- Gold List 2015 – The Top Hotels in the World, *Conde Nast Traveler*
- World’s Best Bar – *Drinks International Magazine*

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The luxury hotel sought seamless communication with guaranteed coverage. They also required a platform for their FCS hospitality application, which instantly allocates housekeeping assignments while gauging team performance. Integration with their existing Wi-Fi infrastructure, allowing them to maximize return on investment and reduce their carbon footprint, was also a priority.



Clear, reliable communication and connectivity

The Langham, and its telephony partner Connect Managed Services initially explored consumer phones, with the goal of achieving better voice quality and Wi-Fi connectivity on their Avaya platform. However, they soon realized that they needed a more robust solution to support multiple staff needs.

In March 2015, ICON, a Spectralink Platinum Distributor Partner, was invited by Connect Managed Services to present the enterprise-grade PIVOT smartphone in a proof of concept (POC) that also included the iPod Touch, Samsung Galaxy and CAT devices. Early in the process, The Langham discovered that neither the iPod, Galaxy nor the CAT provided consistent operability and call quality from access point to access point throughout the hotel. And although price was initially a key factor in The Langham's decision-making process, this quickly dissipated as The Langham identified the Spectralink rugged PIVOT smartphone as the only solution to offer Voice Quality Optimization (VQO) with the existing infrastructure.

“ The ICON team was able to anticipate our needs and provide a genuine solution that eliminated previous issues caused by dropped calls and miscommunications. ”

- Mr. Ramon Rizk, Information Systems Manager of The Langham, London

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Seamless integration with leading hospitality applications

The PIVOT's unrivaled call quality and roaming outpaced the competition. However, the "lightbulb moment" came when The Langham saw how the FCS applications performed on the PIVOT. To enable the integration without disrupting The Langham's day-to-day operations, ICON, Connect and Spectralink worked closely with FCS to perform successful tests with FCS' Android client app before completing a successful deployment.

“ Immediate task allocation to our housekeeping team ensures we continue to exceed our guest's expectations. ”

- Mr. Ramon Rizk, Information Systems Manager of The Langham, London

The integration of the PIVOT smartphone leveraged The Langham's existing infrastructure investment in two ways. First, the PIVOT delivered full features from the proven integration compatible with the hotel group's Avaya PBX. Second, after some small adjustments, the PIVOT had the ability to use The Langham's installed Wi-Fi access points to deliver best-in-class voice roaming.

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Since adopting PIVOT smartphones, we've seen an increase in staff productivity and responsiveness. Plus, the additional audit reports help management proactively train employees to anticipate and avoid service disruptions.



- Mr. Ramon Rizk, Information Systems Manager of The Langham, London

Conclusion

The Langham expanded their initial budget to accommodate the purchase of 90 Spectralink PIVOT S smartphones, achieving their key goals of clear communication throughout the hotel, and improved task management for their housekeeping team.

Due to the success of their initial deployment, The Langham expanded their Spectralink mobility solution to include personal alerts, such as man-down, to improve the safety of lone workers and night staff. However, always striving for excellence, The Langham are currently discussing further expansion with the integration of their fire alarm systems to minimize guest disruptions during fire drills.

Spectralink, with certified integration from applications partners, enables hospitality to deliver a faster, improved guest experience.

To learn more visit www.spectralink.com

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About Spectralink

Spectralink transforms hospitality communications by providing mobile solutions worldwide. Our robust wireless communication devices integrate seamlessly with leading hospitality applications and innovation partners – providing superior voice quality and secure, compliant data access. Spectralink empowers staff to improve guest experience, deliver seamless service, and optimize costs.

For more information, visit spectralink.com or call +1 303.441.7500 (North America), +45 7560 2850 (EMEA).