



# Radisson Blu Hotels in Riga, Latvia

Radissob Blu Latvia | Radisson Blu Elizabete | Radisson Blu Rīdzene

## ABOUT THE CLIENT

Radisson Blu Hotels is an international hotel company and a subsidiary of the Carlson Rezidor Hotel Group. The project covered installations in 3 hotels: Radisson Blu Latvia Hotel with 571 rooms, Radisson Blu Elizabete Hotel with 228 rooms, and Radisson Blu Rīdzene Hotel with 95 rooms

## CHALLENGES

- Hotel telecommunication system installation on construction stage in a working hotel mode without closing down for systems updates

## PRODUCTS, SOLUTIONS AND SERVICES

- Alcatel-Lucent voice communications solution for guests and administration
- Alcatel-Lucent Hotel Link for integration with hotel management system
- Genesys Contact Center
- Voice mail
- Nexans data and telephone cabling system for all work places

## BUSINESS AND TECHNICAL BENEFITS

- The solution allows providing the highest level of communication possibilities to customers
- The system is very flexible, it can be modernized and expanded as the hotel evolves
- The Opera Hotel Management System was integrated with The Alcatel-Lucent voice solution solution without any problems
- Competitive prices and quality proportion. Optimal costs for the system's maintenance and modernisation
- The installation has been done and completed according to the project schedule

## PROJECT

- Deal implemented: 2017
- Business partner: Adventus Solutions

## CLIENT PROFILE

- Location: Latvia
- Industry: Hotel
- Number of users: 1500

"We are pleased to express positive experience of our cooperation with Adventus Solutions thanks to their understanding of our specifics, having highly qualified specialists and providing services and maintenance at the professional level. Radisson Blu Hotels found that the Alcatel-Lucent Enterprise solution was the only one capable of answering all of our needs and offering our guests a unique communications experience."

**Raimonds Vimba- IT Project manager**