

Courtyard by Marriott | Exeter Sandy Park



Uniquely placed next to Exeter Chiefs rugby union stadium, Courtyard Exeter Sandy Park is a 4 star hotel which combines style and innovative design. Ahead of its opening in 2022, this state-of-the-art 250 room development needed a complete IT infrastructure and communications system.

The project

The developers of this spectacular four star hospitality venue invited IT and communication providers to tender for the opportunity to deploy an all-encompassing, site-wide IT infrastructure, plus a 300-user phone system. It was of paramount importance that the new technology would be fully installed and operational ahead of the hotel's opening date in spring 2022.

The solution

A 300-user Alcatel-Lucent Enterprise OXE telephony solution was deployed to meet the needs of the hotel team and guests. In terms of IT infrastructure, a comms room at Sandy Park was fitted with a HP Enterprise VMware server with backup software and associated hardware sourced and installed.

The result

The hotel now benefits from phone system with an outstanding range of call management capabilities including an automated attendant to greet every call with welcome messaging, call routing to direct to the appropriate department, plus voicemail for relevant users that is centrally managed.

Every hotel room phone has been customised with Marriott branding and the reception staff rely on ALE IP handsets to provide a professional experience. With guest expectations set higher than ever, fast and efficient contact with staff anytime is vital.

“Our new telephony and IT solution was seamlessly delivered by the team.”

Hotel founder, Tony Rowe CBE



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