

Exclusive Hotels



Our technology partnership with the luxurious hospitality chain Exclusive Hotels delivers swift and seamless communication and reporting across their establishments.

Number of sites: London | **Number of users: 800+**

The project

Founded in the 1980s, Exclusive Hotels encapsulates enjoyment and fun across its luxurious establishments. Running across the 5-star sector, the Exclusive collection has a magical fairytale charm, creating a sense of wonder and unbridled joy experienced by every guest.

However, the hotel chain was struggling with an outdated telephone system. This wasn't ideal, as the hotel chain wanted to implement improved call routing and work-from-home operations. On top of that, improved flexibility was a priority. For a lot of the hotel's staff, it's not an office environment - not sitting behind a desk with a fixed phone taking calls.

Ultimately, Exclusive Hotels' communications needed a new system that they could really utilise and take advantage of, with strong reporting features and portable availability. However up until now, Exclusive was reliant on third-party engineers, who were providing underwhelming support throughout the years. That's where we stepped in...

The solution

Our team of experts provided Exclusive with an Ericsson LG UCP 600 telephone system. This was the perfect solution for a complex call-routing set-up, with multiple auto attendants allowing for swift transfer over to another hotel. The cloud capabilities also meant communication could be swift and seamless no matter where on-site a call was occurring.

From there, we also enabled the "I Call Software", which is a full suite of reporting tools, allowing the staff to monitor all call traffic inbound and outbound across every hotel.

By using this software and having all these reporting features in one, unified place, Exclusive Hotels can really see what's happening across their business in real time. Even better, this system will also grow and adapt alongside Exclusive as they continue to evolve and expand.



The result

The benefits ended up being more than anticipated. The work-from-home element became even more vital, and thanks to the portability of the solution, the hotel could adapt to those changes and continual changes often.

Thanks to the software and reporting features unified in one place, Exclusive Hotels can really see what's happening with their telephone system and all their call traffic in real-time. This has led to a big increase in staff efficiency throughout the hotels.

Now, Focus Group provides Exclusive Hotels all their IT services alongside their Wifi and Data solutions, ensuring they have everything they need, all in one place!

“Working with Focus has been a pleasure. They have the skill and competency, but also that human touch to enable real conversations, which often isn't the case. Often you find you sacrifice skill and competency for a company that is maybe a bit too big, and you don't matter so much. But Focus does have that, and I would wholeheartedly recommend them.”

Samuel Ackford, IT, Exclusive Collection

