

## **Telephony becomes a walk in the Park with NextiraOne**

NextiraOne installs new telephony system at Nottingham's Park Plaza Hotel

London, 7th November 2002 - NextiraOne UK, a leading provider of world-class communications services and solutions, has designed and installed a state of the art telephony system to provide enhanced communications services for customers at The Park Plaza Hotel in Nottingham, a recent addition to the rapidly expanding Park Plaza hotel chain. The system allows the hotel to offer 'in-room' telephony services such as direct dial, voicemail and same number allocation for frequent guests, as well as voice conferencing facilities for multiple users.

"Voice conferencing is an essential communication tool for business customers and a growing source of revenue for the hotel industry," said Guy Hilton, general manager, Park Plaza Nottingham. "By providing state of the art communications facilities for conferencing and 'in-room' telephony services we can now ensure that our business customers can operate efficiently outside of the company office."

NextiraOne designed the system using the Alcatel OmniPCX 4400 IP-PBX telephony system. It allows the hotel to offer guests their own direct dial number so that callers do not need to be routed via the operator, saving time and money for both hotel and caller. Frequent visitors can also be allocated a permanent number, which allows them to distribute their contact details to friends and colleagues.

"Modern telephony services such as voicemail and direct dial should not be restricted to the office or home," said Tim Butterworth, head of business development, hospitality sector – NextiraOne. "These technologies have become an integral part of the daily routine. For hotel business customers especially, access to modern telephony services is essential."

Designed to seamlessly integrate with Fidelio, the hotel industry's leading reservation, billing and administration program, the new telephony system allows staff to control telephony features for each room through reception's desktop. No calls go unbilled, as they are all relayed through Fidelio, ensuring no loss of revenue.

## **About NextiraOne**

Headquartered in Paris, France and Houston, Texas, USA, NextiraOne ([www.nextiraone.com](http://www.nextiraone.com)) is a leading provider of world-class solutions and LifeCycleSM services – from planning and design to the implementation, support, and management of voice, data and converged communications networks. As a global service organization that carries an extensive portfolio of certifications and product expertise, NextiraOne provides best-in-class technologies from leading partners, such as Alcatel, Cisco Systems, Genesys and Nortel Networks. NextiraOne offers consultation and solutions development ranging from contact centre applications to network infrastructure outsourcing.

## **About Platinum Equity**

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