# Mercer Collection

**iPECS**
AN ERICSSON-LG BRAND

## About Mercer

The Mercer Collection are a group of six boutique hotels located in Portsmouth.

The group has grown quickly and provides luxurious accommodation with a personal service.

## The Challenge

Mercer's growth was being constrained due to the significant communications investments required for each new site.

Mercer wanted to better utilise staff and resources across the hotel without replicating functions at each new hotel. The management team also wanted all staff to know and understand the system and be able to operate it consistently across all sites.

The Hotel management also required cost effective calling and system access when travelling outside of the UK.

## The Solution

A single iPECS100 call server was deployed at the main hotel, which now supports all hotels using the unique iPECS distributed architecture.

By using SIP trunks the iPECS provides a highly resilient and reliable on-premise solution combined with the flexibility and back up of cloud services.

iPECS SLT modules are deployed at each site supporting handsets in every room. Night porters use WiFi handsets to roam between sites. IP phones are provided for each reception and desk based staff member.

Tenancy working is implemented for each hotel enabling it to operate as an independent system with its own reception and users. Calls will overflow between sites to ensure someone is always available to answer a guest's call.

The iPECS Communicator smartphone app enables remote access to the system from anywhere in the world where a WiFi connection is available, meaning free calls to colleagues on the same system and local call rates for any outbound calls.

A simple web application is used for staff to book wake up calls or guests can book them using simple controls on the handsets.

## Key Features

- iPECS100 Call Server
- Remote IP phones
- WiFi phones
- Communicator smartphone app
- Distributed architecture to support remote sites on one system

## The Result?

- Significant reduction in costs
- Improved guest service
- Empowered the Mercer Collection to grow further
- Enabled inter-site calling and improved efficiency