

Radisson Edwardian Hotels chooses NextiraOne to build new communications services giving guests highest quality customer experience

Luxury hotel group Radisson Edwardian chooses NextiraOne to deliver system upgrades, unified communications and a new five-year support contract

Paris – 03 January, 2009. Europe's leading expert in communications services, NextiraOne, is upgrading the Radisson Edwardian Hotel Group's UK communications system and has signed a new five-year support contract. The group, which runs 13 hotels in prime locations across central London, at Heathrow and in Manchester, has chosen NextiraOne to implement the improvements which will see the hotels at the forefront of customer service with leading edge telephony and streamlined communications for staff and guests.

Under the contracts, together worth over €900K over five years, NextiraOne will maintain and upgrade the hotel group's IP communications system, including its contact centre, based in the Sussex Hotel, which handles individual reservations and also group bookings across all Radisson Edwardian hotels.

NextiraOne has also provided a centralised switchboard based at the Radisson Edwardian Hotel, Heathrow. This deals with all the in-house switchboard functions for around 2000 rooms in all the 13 Radisson Edwardian Hotels and handles everything from wake-up calls to requests for room service. By centralising the service, Radisson Edwardian is able to provide the very highest levels of customer service, with dedicated staff specially trained to deal with their customers' needs, rather than leaving the task to front desk staff that may have other more immediate duties to perform. The approach ensures consistently high levels of customer service at any time of the day or night and avoids the typical delays that occur at busy check-in and check-out times.

NextiraOne will upgrade the IP communications enterprise infrastructure in the hotels and then maintain them at each location, providing a secure, full inter-site network with full roaming and mobility features. This will greatly improve the communications between hotels and will make maintaining and upgrading the system much more straightforward in the future.

lype Abraham, IT Director at Radisson Edwardian Hotels Group said: “We have a long-standing relationship with NextiraOne for our communications services and we trusted them to be able to deliver against our defined objectives. In today’s market it’s even more important for us that our guests experience a consistently high level of service and we did not want any disruption during the transition – that’s why we decided to stay with a partner we knew and trusted. We knew that NextiraOne would be able to deliver what we wanted.”

Roll-out will take place in February 2009 and will include Alcatel-Lucent’s new My Instant Communicator unified messaging applications which will allow staff to access all types of message regardless of where they are or what device they are using.

Steven Skakel, Managing Director UK & Ireland at NextiraOne, said: “We pride ourselves on our long-term relationships that come from a clear understanding of what’s really important to our customers. The Radisson Edwardian Group has a strong track-record of investing in technology to help improve the manageability of their business and the service they deliver. This is another example of how we are able to help our customers build on existing investments to deliver tangible improvements.”

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About NextiraOne

Headquartered in Paris, NextiraOne are Europe’s leading experts in communications services. The company designs, installs, maintains and supports all of its customers’ communications needs from voice to mobility, security and applications. NextiraOne provides seamless, end-to-end communications solutions working with the leading technology vendors in the industry to deliver maximum business benefit to customers.

Discover more at: <http://www.nextiraone.co.uk> and <http://www.nextiraone-eu.com>

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About Radisson Edwardian Hotels

Part of the UK's fastest growing upscale hotel brand, Radisson Edwardian has a collection of 13 individual hotels in unparalleled locations across London and Manchester. While each has its own unique character and independent spirit, all are renowned for a "Yes I Can!" spirit of service, supported by a "100% Guest Satisfaction Guarantee". With design that doesn't compromise on comfort, a commitment to intelligent technology – high-speed wireless is complimentary throughout – and chic restaurants and bars showcasing seasonal British ingredients, Radisson Edwardian offers a stylish, upscale experience at an affordable price.

Radisson Edwardian is one of the UK's largest privately owned hotel groups. Included in the group is The May Fair Hotel, Mayfair, plus a further 11 Radisson Edwardian branded hotels in London; Heathrow, The Leicester Square & The Hampshire (Leicester Square), The Bloomsbury Street & The Kenilworth (Bloomsbury), The Berkshire & The Sussex (Oxford Street), The Mountbatten (Covent Garden), The Grafton (Tottenham Court Road), The Vanderbilt (Kensington) New Providence Wharf (Docklands) and the award winning Radisson Edwardian, Manchester Free Trade Hall.