

Club Med

PUNTA CANA

OVERVIEW

Club Med is a world-class resort hotel with 70 locations in 24 destinations, operations in 40 countries, and more than 13,000 workers across 110 different nationalities. In addition, Club Med Punta Cana boasts over 800 guest rooms and 100 admin phones.

KEY BUSINESS CHALLENGES

- Replacing the aging on-premise PBX system without impacting the guest experience.
- Customizing and integrating the existing PMS system with the local PSTN offering guests an enhanced communications experience without increasing operations costs.

KEY BENEFITS

- Keep current analog phones in guest rooms while offering superior voice quality and integration to existing PMS.
- Offer a customized experience to the guest based on language preference.
- Stay connected and productive even during unforeseen natural events.
- Free calls between branch locations.
- Provide more competitive long-distance and international rates to the guest.



STRATEGIC PARTNERS

