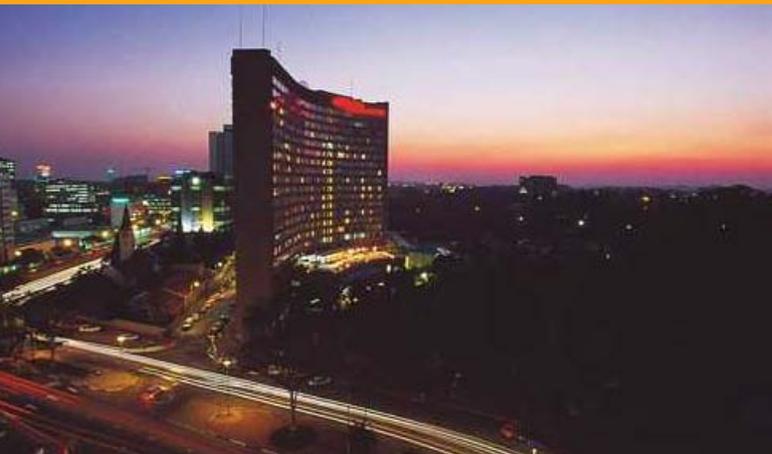


# Crowne Plaza Monomotapa



## Customer

African Sun, Crowne Plaza Monomotapa,  
Harare, Zimbabwe

## Industry

Hospitality

## Challenges

- Fulfilling all present requirements for sophisticated communications and PMS integration
- Maintaining extreme flexibility to easily accommodate for gradual expansions and integration with the hotel group's head office.

## Solution

- UNIVERGE® SV8100 communications server
- Tiger application for call accounting and integration with the CLS Property Management System
- Sophisticated DT330 terminals
- Easily expandable to include additional extensions, wireless solutions as well as networking
- Future networking between the other African Sun group of hotels and lodges

## Results

- Feature-rich top-rate hotel communications
- Easily expandable to cater for wireless solutions and advanced networking

[www.africansunhotels.com](http://www.africansunhotels.com)

[www.ichotelsgroup.com](http://www.ichotelsgroup.com)

The Hotel has basically three types of rooms which are standard rooms, king leisure rooms and luxurious suites. It also has the Presidential suite which is located in a secluded area for maximum privacy way up on the 19th floor.

There is a total of 231 rooms, comprising:

- 210 Twin rooms (double beds)
- 13 King Leisure rooms
- 7 Luxurious Suites
- 1 Presidential Suite

## Challenges

For the initial phase, the intention was to complete the hotels' requirements for the 231 rooms, whilst keeping an eye on a gradual expansion during the course of 2010 towards integrating the Head Office into the same unified solution. This will include wireless telephony and networking features.

## Solution

The solution came with the choice of the UNIVERGE® SV8100 communication server with fixed telephones fully integrated with the hotel's Property Management System. The system consists of the latest range of telephone terminals including NEC's sophisticated digital DT330 models, and is expected to be expanded with wireless solutions and networking capabilities in the near future. The modular structure of the system makes it easily expandable to cater for additional extensions as well as its ability for networking.

The solution comes with

- UNIVERGE® SV8100 Communication Server for fixed telephony
- Property Management System integration
- 40 x DT330 digital terminals
- Future expansion to include the Head Office fixed telephony network
- Future networking between the other African Sun group of hotels and lodges
- Future wireless solution is anticipated

## Results

One of the key factors determining the choice for Destiny, NEC's strategic business partner for hospitality in the region, and NEC's UNIVERGE SV8100 platform was the system's modular structure, making it easily expandable to cater for additional extensions, wireless solutions as well as its ability for networking.

With the World Cup 2010 in the region and the possibility of increased room occupancy, the Crowne Plaza Monomotapa required an IP system to cater for current needs and future networking options to enable VoIP communications between the Groups Hotels and Lodges country wide.

## About

African Sun Limited, 'African Sun', is the fastest-growing hospitality group in sub-Saharan Africa. It currently has interests in Zimbabwe, South Africa, Ghana, Nigeria, and Mozambique.

In Zimbabwe, African Sun is the leading player in the tourism and hospitality industry, with the Zimbabwe operations forming the largest business under the African Sun Limited group of companies.

Standing proudly against the Harare skyline, the unique concave shape of the four-star Crowne Plaza Monomotapa hotel reflects all the splendour of the ancient Royal Munhumutapa Kingdom, and draws on that legendary African civilisation for its name, Monomotapa. Crowne Plaza epitomises the hotel's global links and standards as part of the Intercontinental Hotels stable and its status as a modern, world-class facility aimed at the businessman as well as the leisure seeker.

Overlooking the city, its mix of twin rooms, king leisure rooms and luxurious suites enjoy panoramic views of Harare, right on the doorstep of the city's Central Park and Gardens. The newly-refurbished foyer with its rich African décor welcomes guests with the Gazebo Coffee Lounge adjacent to the reception area, and guest services staff ready to deal with all enquiries and requests.



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