



Nepal's Mountain Glory Resort Relies on Grandstream for Seamless Hotel Operations

The customer

The Mountain Glory Resort sits on the sophisticated ridges of the Seti River in Nepal overlooking the countries' green hills and mountains. This beautiful hotel and spa, located just 15 minutes from Pokhara, offers spacious guest rooms and a spa to make it the perfect getaway for couples, families, weddings and events.

The need

The hotel needed to replace their outdated analog communications platform with a modern, unified and scalable solution to provide excellent and timely service to guests throughout the entire resort while increasing the communication between staff members. They needed the solution to be easy-to-manage, allow for future expansion and would prefer one that did not require any ongoing fees.

The solution

The Resort reached out to Multisys Pte. Ltd., a local technology reseller and installer, who deployed a Grandstream SIP solution. A UCM6510 IP PBX anchored the whole solution as it offers the call routing, mobility, easy-installation, seamless management and scalability the Resort needed without requiring on-going fees. To build out the network, Multisys installed GXP2140 High-End IP Phones in staff areas, including the front desk, main office and security desk, while the simple-to-use GXP1615 was installed in every guest room at the Resort. One of the best aspects of the new solution was the staff's new ability to make and receive SIP calls on their mobile phones through use of call forwarding and Grandstream's free softphone app, Wave.

The quote

"Grandstream is trusted with having the most reliable products and excellent after-sales service in Nepal. Their solutions provided Morning Glory Resort with mobility, hassle-free installation and easy-to-use and maintain products - all at an affordable price. It was an easy choice to recommend a Grandstream solution to the Resort."

- Nirav Chand, Multisys Pt. Ltd.

