

CASE STUDY:

Village Hotels select Charterhouse Voice & Data to deliver scalable, feature-rich telephony services.

Village Hotels select Charterhouse Voice & Data to deliver telephony services across their 30 locations. All telephony services are highly scalable, featuring advanced functionality that supports Village Hotels' tech-first approach.



Village Hotels were looking for a telephony partner who would implement services that would differentiate them from their competitors.



The Client

Village Hotels operate in 30 locations throughout the UK. They offer more than just a bed for the night; each of their locations includes a modern hotel, food and beverage outlets, extensive meeting and events spaces, and comprehensive health and fitness facilities.

The Challenge

Village Hotels were purchased by a venture capital company in 2014. Prior to the acquisition, Village Hotels had a reputation as a straightforward, reliable value hotel chain.

Following the acquisition, the new owners sought to revolutionise the services that Village Hotels offered to guests. Technology moved to the forefront, with self-check-in, wireless phones, and high-bandwidth, dependable Wi-Fi offered to guests as standard. This was complemented by a TV advertising campaign; a first for the business.

Dan Morley, Head of I.T Infrastructure and Service Delivery Village Hotels

"CVD have been very professional from the outset and devoted to finding strong technical solutions whilst maintaining that all important competitive edge. Their professional services engineers, service managers and account management have proven to be extremely reliable in scoping and delivering end to end solutions which has been a breath of fresh air!"





The benefits

Charterhouse Voice & Data (CVD) were chosen to deliver telephony services across Village Hotels' 30 locations. The telephony services delivered include calls, lines, and support and maintenance for Village Hotels' locations across the UK. We are also rolling out our hosted telephony across 10 locations, offering advanced functionality to Village Hotels.



- **Highly Scalable:** the hosted telephony solution is highly scalable, allowing Village Hotels to add and remove handsets and licenses easily and quickly.
- **Latest Hardware and Software:** hosted telephony delivers the latest hardware and software, ensuring that Village Hotels stay up-to-date with the telephony services they offer to their staff and guests.
- **Functionality:** regular software updates ensure that Village Hotels always benefit from the latest features and functionality
- **Advanced Technology:** CVD's hosted telephony model fits seamlessly into Village Hotels' advanced, technology-focused hotels.

Dan Morley, Head of I.T Infrastructure and Service Delivery,
Village Hotels

"CVD are a highly capable, professional telephony provider and they are actively supporting us in delivering positive changes throughout the Village Hotels organisation."

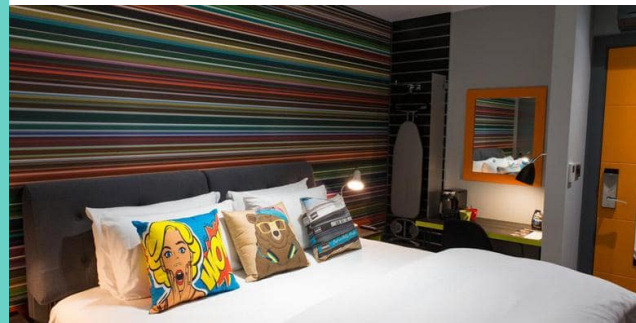
Key points

The Solution

- Hosted Telephony
- Multi-instance data centre

The Benefits

- Highly Scalable
- Opex Model
- Streamlined, cost effective
- Fail-over resilience
- High Functionailty



"Since we started working with CVD, initially at our Portsmouth location, they have become our preferred telephony supplier. It just makes sense to work with CVD at our other locations; when they undertake projects they are properly scoped, designed, and executed."

Dan Morley, Head of I.T Infrastructure and Service Delivery, Village Hotels



About Charterhouse Voice & Data

Established in 1993, Charterhouse Voice & Data is an independent, multi-award winning provider of voice, video, mobile, data connectivity and managed documents solutions and services. Our highly skilled experts create bespoke solutions that help business reduce cost, improve processes and enhance user experience.

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