



Powering connections

ALOFT PALM JUMEIRAH HOTEL DUBAI

Located on the Eastern crescent of the artificial Palm Jumeirah archipelago in Dubai, Aloft Palm Jumeirah features 208 contemporary rooms with views of the Gulf and the vibrant city coastline. The hotel serves travelers from all over the world with breezy comfort and top-quality hospitality.



MEA



Hospitality



Midsized



Premise

AT A GLANCE

As an urban beach escape for globe trotters, the top priority for Aloft Palm Jumeirah is communication with its guests. Guests can expect prompt service and around-the-clock availability when making reservations, ordering room service, or asking staff for local recommendations.

GOALS

When it opened in 2018, Aloft Palm Jumeirah had the opportunity to install a unified communications system from scratch. Looking for a private automatic branch exchange (PABX) solution as modern as the hotel, Muneeb Ul Haq, Cluster Head of IT at Marriott International, prioritized stability, availability, support, and cost-effectiveness.

RESULTS

Aloft Palm Jumeirah has been a Mitel-only hotel since day one. As a 15-year hospitality industry veteran, Ul Haq was familiar with the benefits and pitfalls of many different communications systems, so he knew Mitel was the right solution for their PABX needs.

Stability is vital when communicating with guests, and MiVoice Business provides that for Aloft Palm Jumeirah. With 24/7 connectivity, the hotel has had no major interruptions to service since its opening.

Should the rare problem arise, the hotel can rely on Mitel and their local partner, Telematics, for prompt resolution. Hardware resources are always readily available and are quickly replaced if a part breaks. Mitel support is always ready to solve any other issues, which is a significant benefit for a hotel with "always on" hospitality.

Srinivasalu Kamurthy, Telematics General Manager, is proud of his organization's work and experience with Mitel customers: "Mitel's solution reduced Aloft's operational costs with a single, easy-to-manage system. A single administrator can manage the entire communications system."

With over 400 phones and three consoles in the building, cost-effectiveness was another primary consideration when choosing Mitel. Mitel's systems offered flexibility to meet the owners' expectations.

The user-friendliness of MiVoice Business enhances the guest and employee experience at Aloft Palm Jumeirah. PABX agents and housekeeping alike appreciate how straightforward it is to communicate with clients and management, whether booking reservations or updating the status of a room.

PRODUCTS

MIVoice BUSINESS ▶



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