

- IP Telephony
- Contact Centers
- Mobility
- Services

## CUSTOMER BRIEF

# Hyatt Corporation



There are 211 Hyatt hotels and resorts (over 90,000 rooms) in 43 countries around the world, operating under the Hyatt®, Hyatt Regency®, Grand Hyatt® and Park Hyatt® brands. Currently, there are an additional 28 Hyatt hotels and resorts under development, including 10 new hotels in China. Hyatt Corporation (domestic U.S., Canada and Caribbean hotels) and Hyatt International Corporation (international properties) are subsidiaries of Chicago-based Global Hyatt Corporation. Global Hyatt Corporation is also the owner of Hyatt Vacation Ownership, Inc. (timeshare), Hyatt Equities, L.L.C. (hotel ownership), and U.S. Franchise Systems, Inc. (which franchises Hawthorn Suites, Microtel and America’s Best Inns).

In January 2005, Global Hyatt Corporation also added an additional 143 U.S. properties to its growing portfolio with the acquisition of the upscale, limited service AmeriSuites hotel chain. These properties will be renovated and repositioned under the new Hyatt Place select service brand in 2006. For more information, visit [www.hyatt.com](http://www.hyatt.com).

## Challenge

When the Hyatt Corporation moved into its new headquarters facility, corporate technology director John Prusnick recognized the opportunity to implement a new communications system that would provide advanced business communications applications enabled by IP telephony. Prusnick wanted the new communications infrastructure to be “future proof” and provide a smooth migration path to IP telephony-based applications when Hyatt’s needs dictated. Prusnick also recognized that Hyatt employees were more mobile than ever before, spending a significant portion of their time away from their desks. This prompted Prusnick to consider new, emerging technologies to keep mobile employees productive and connected to their customers.

## Solution

Hyatt Corporation had formerly standardized on the Avaya contact centers worldwide, and recognized Avaya as the leader in providing IP Telephony Solutions. So when Prusnick started the search for a new IP telephony system for Hyatt’s headquarters, one company came to the forefront: Avaya. Hyatt implemented an Avaya IP Telephony Solution powered by Avaya Communication Manager running on an Avaya S8700 Media Server.

**“When Hyatt moved to its new facility, the move gave us the opportunity to explore new technologies that could enhance the way we do business. The Avaya solution has added to employees’ convenience and productivity by giving customers easy access to our staff when they need it. Our ability to provide even better customer service has increased thanks to Avaya.”**

*– John Prusnick, Director, Corporate Technology*

## Applications and Services

- Avaya MultiVantage™ Communications Applications
- Avaya Communication Manager
- Avaya S8700 Media Server
- Avaya Digital Telephones
- Avaya 4600 Series IP Telephones
- Avaya Extension to Cellular
- Avaya Softconsole
- Avaya Modular Messaging
- Avaya Global Services:
  - Avaya Consulting and Integration Services
  - Avaya Maintenance Agreement

## Results

- **Improved customer responsiveness.** Using Avaya Extension to Cellular, mobile Hyatt employees provide one telephone number to customers where they can be reached, regardless of where they are. This mobility application allows customers to call a Hyatt employee on his or her office phone number but be automatically transferred to the employee's cellular phone if the employee is out of the office. With Avaya Communication Manager, employees can also migrate calls from cellular to Avaya telephones as the situation requires.
- **Improved technical management and support capabilities.** The Avaya IP Telephony Solution provides the Hyatt technical staff with a reliable and easy-to-manage platform, minimizing time and costs associated with maintenance and changes.
- **Phased migration plan.** The Avaya IP Telephony Solution offers many of the future capabilities that Hyatt is interested in, but allows controlled migration on Hyatt's path and at Hyatt's pace.

For more information on organizations using Intelligent Communications, contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit [www.avaya.com](http://www.avaya.com).