

# Forest Side Hotel

## Sector: Leisure & Hospitality

With its roots dating back to the Victorian era, Forest Side Hotel has undergone largescale demolition and renovation works since 2014, developing it into a fairy-tale gothic mansion, situated in the heart of the beautiful Lake District National Park. It offers guests the chance to experience the luxurious lifestyle enjoyed by its Victorian owners, while encompassing 21st century benefits.

### Services

- Hosted Mitel
- High speed internet connectivity
- Analogue telephone adaptors

### The challenge

While undergoing its vast refurbishment works, Forest Side Hotel required a modern solution to be able to sustain its high level of service to guests. During the renovation process, staff at Forest Side Hotel needed a satellite office to be able to carry out their day-to-day duties and entertain guests too.

Forest Side Hotel needed an up-to-date solution and called on Odyssey Systems, as a first-time customer in 2016 to maintain the hotel's Victorian era appeal to guests, while upgrading the current telephony infrastructure.

### The solutions

Following a full-scale evaluation of Forest Side Hotel's bespoke requirements; Odyssey Systems' team of engineers implemented an effective telecommunications solution for the hotel's workforce and guests.

Throughout the refurbishment works, Odyssey assembled a satellite office, featuring a Hosted Mitel system, which was migrated to the hotel facilities once the renovation had been completed.

As with most hotels, Forest Side Hotel's internet usage is extremely high and comes under sustained demand from guests. The updated system provided high speed connectivity to benefit staff and guests alike, while also installing analogue telephone adaptors to support Forest Side Hotel's legacy handsets.

In all, Odyssey Systems provided 40 cordless phones for each of the hotel's boutique rooms, as well as equipping porters with telephones across the entire site. The project was completed on time and to the customer's satisfaction, as Odyssey's engineers also rerouted unsightly overhead telephone cables, to run underground, which enhanced the area's breath-taking views.

