



innovaphone Case Study

Le Martigny Boutique-Hôtel, Switzerland



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Mathias Munoz, Managing Director of Hotel Martigny

Le Martigny Boutique-Hôtel

Le Martigny Boutique-Hôtel is located close to the borders of the three countries Switzerland, France and Italy. The hotel was founded in 2015 by the Valaisanne Foundation for The Mentally Disabled (FO-VAHM), and 40 of its employees have intellectual disabilities. This unique Swiss project, which promotes integration through employment, has proven to be extremely successful and is very well received by its guests. The hotel with 53 rooms and the integrated restaurant provides the perfect setting for festivities and conferences.

Detailed specifications were written to address the specific requirements of the inclusion concept: the planned communications solutions had to be easy to use and scalable to keep pace with the future growth of the company. Mathias Munoz, managing director of Hotel Martigny, explained: “We have 40 employees with disabilities plus another 30 members of staff. This concept is unique in Switzerland. In order to address the specific requirements of our employees and our guests, we needed

an easy-to-use, manageable and scalable telephony solution for the coming years – and the innovaphone PBX covers it all.” The specifications comprised the telephony solution for hotel, restaurant and conference rooms, but also digital displays, technical systems in the building and audio technology.

All Rooms have been Equipped with Specifically Configured innovaphone IP Telephones

In The rooms of the hotel built in 2015 were equipped with the IP111 end devices from innovaphone. The multi-functional IP telephones with large color displays are operated via the innovaphone PBX system in a VMware environment. “The system integrator responsible for installation and hosting has developed a customized interface for us, which we can use to filter information by room number, arrival and departure of our guests and the calls made during this time period in order to be able to



IP Telephony by innovaphone Satisfied Hotel Guests & Employees



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Mathias Munoz, Managing Director of Hotel Martigny

invoice these calls," Mathias Munoz explained. Calls cannot be made between the individual rooms, but the telephones can be used to call reception and room service as well as to make external calls. "To protect the sleep of our guests at night-time, the telephone displays were programmed to switch to a darker standby mode during the night," he added.

Management and Employees are Happy with the New Telephony Solution

The hotel management is very happy with the new solution. It uses the innovaphone IP222 design telephones, which are particularly convincing thanks to their innovative technology. The other employees of the hotel appreciate in particular the wide range of functionalities available with the new communications solution, such as the internal directory with up to 500 entries, the call list, which can comprise up to 200 calls, personalised messages, call diversion, call forwarding with or without prior consultation, the waiting queue with music and many more. These functionalities serve to optimise business processes and



simplify daily workflows.

"The only offer that met our requirements as hotel managers was the innovaphone PBX, hosted by our long-term system integrator and innovaphone partner. The latter took our specific needs into consideration, which added to the mutual trust. Quality and availability of services is extremely high, and all of our expectations have been fully met," Mathias Munoz concluded.