

PBX Hosting helps Farncombe Estate offer a seamless guest experience with innovative communications solution

Wednesday 21 August, 2019

PBX Hosting, award-winning specialist telephony providers, have transformed the telecoms of the luxury Farncombe Estate hotels in the Cotswolds. Farncombe Estate in the heart of the Cotswolds comprises three luxury hotels; Dormy House, The Fish and Foxhill Manor. They approached PBX Hosting looking for a first-class communications solution to give their guests the first-class service they expect.

To maintain seamless management of a series of hotels, Farncombe Estate a very specific set of requirements for their telecoms. The hotel phone systems must always be fully operational to allow both guests and staff to enjoy quick and easy communication. As a result, Farncombe Estate required a provider who could offer 24/7 technical support and maintenance. They also needed to transfer their phone system from an on-premise PBX to a cloud-based system.

There are several benefits to moving hotel telephony solutions to the cloud. It is easy to update, and doesn't require unwieldy installation and maintenance, saving time and money. It is easy to add extensions to a cloud PBX system, making it ideal for Farncombe's multiple premises.

PBX Hosting provided them with the latest version of 3CX's cloud-based PBX with a range of easy-to-use hotel specific features.

This includes a PMS, which allows both guests and staff to perform a number of useful functions at check-in and check-out. The 3XC hotel phone system also allows guests to customise their own communication preferences. For example, guests can arrange wake up calls through their phone system without receptionist intervention. Guests can also set their extensions to Do Not Disturb. As well as tailoring phone preferences to guests' needs, the phone system also improved in-house communication. For example, cleaners can now update the cleanliness status of a room by dialling a code through the phone.

Mark England, IT Manager at Farncombe Estate, says: "We needed a feature rich Hotel Phone System that would allow us to offer a full suite of guest services and full integration with our new PMS System. PBX Hosting's expert knowledge of the platform along with a vast knowledge of networking made our decision easy, needless to say we are extremely happy with the results."

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