

Case Study - Fairways Hotel on the Mountain

The Fairways Hotel on the Mountain implements Sunco's Voice for Business to replace obsolete technology with a **cloud-based solution within 10 days**



About the client

Fairways Hotel on the Mountain offers premier golf accommodation and hospitality, set amidst the stunning natural beauty of Bear Mountain located in Victoria, British Columbia. Homes to Canada's only 36-hole Nicklaus-designed golf course, this 65-room hotel features spacious guest rooms and suites located along the first fairway of the Mountain course and is a 35-minute drive from the Victoria International Airport.

The Challenge

In December 2019, Fairways Hotel began operating independently from a large hotel chain. The transition meant losing access to their current phone system, which also meant there was an opportunity to replace obsolete technology and upgrade the hotel's telephone system to a more cost-effective, feature-rich system.

After requesting quotes from three different companies, including Sunco, Fairways initially awarded the contract to a local provider. However, the original provider encountered major issues during installation and ultimately was unable to get phone service up and running. Despite bringing electricians and IT professionals on-site to troubleshoot, the system installation ultimately failed, and the Fairways team had to push back their soft launch date for the hotel.

"I was in contact with Mike at Sunco during the whole process and relied heavily on the information Mike was able to give me. He was very open and honest. He didn't try to make a sale; just gave good honest information with no expectations"
-Bill Brooks

The Solution

With timelines bearing down, Bill approached Sunco to take over the project at Fairways. "Within 10 days we were up and running" Bill explains.

"Mike (Schoenberger) was the natural choice to take over. The whole operation was beyond professional. The installation technician came and introduced himself to the General Manager on Wednesday morning and we did not see him again until Thursday afternoon when it was all done."

Sunco was able to quickly install a cloud-based hospitality system using the hotel's existing room phones. A shorter-term contract gave the hotel some flexibility that would allow them to make additional changes or upgrades in the future. The system provides all the latest hospitality features and reliable support, at a cost-effective per-room rate.

About Sunco

For more than 20 years, business customers throughout Alberta, Western Canada and across the country have turned to Sunco for the premier service and support, helping them adopt the secure, flexible, scalable and personalized services they need to succeed.

Our experience with both the fundamental and cutting-edge telecommunication services allows us to work with you to determine the best solutions to support your success. Our working relationships with all major telecom providers mean we can customize a solution designed specific to your needs, at a price point that fits your budget.

Voice for Hospitality is Sunco's Cloud-hosted option for hotel properties of any size wishing to balance functionality and predictable costing. This internet-based managed service is a worry-free, low-cost option for hoteliers as all system software is owned and administered by Sunco.

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Voiceware[®]
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VOICE FOR HOSPITALITY

Cloud Connected Communication

The Outcome

Fairways' new cloud-based telephone system was installed quickly with minimal disruption and is working well. It was noted that a minor service interruption was resolved with one easy call to Sunco's Remote Service Center and was back online quickly. *"I would recommend Sunco based on service, knowledge, and professionalism."* Bill states.

"From here on in, regardless of what reason I am looking at a phone system, I am only going to make one call and that's to Mike. He has won my trust and confidence." - Bill Brooks, Director, Fairways Hotel on the Mountain

Contact Sunco today to discuss how we can lower your costs and upgrade your hotel's present telecommunication technology.

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