

Filitheyo Island Resort Case Study

Customer	Abdulla Jabir Filitheyo Island Resort - Maldives Tel: +960-674-0025	Testimonial  <i>Filitheyo Island Resort, Maldives</i> <p>"Xorcom made our IP Telephony transition very smooth; the new IP telephony system gives more personalized treatment to our guests, facilitates better service opportunities to our staff, and provides better control to the technical team." - <i>Abdulla Jabir, Resort Manager at Filitheyo</i></p>
Industry	Hospitality	
Main Challenge	Replace faulty, old Alcatel PABX to easily and efficiently connect remote properties to main building, and integrate with Micros Fidelio PMS.	
Integrator	Mohamed Afzal Techné Ltd. Tel: +960 3305885	
Distributor	Keve Info Systems	
Solution	Xorcom XE3000, an IP PBX with 16 FXO ports, six Xorcom Astribank channel banks, each with 32 FXS analog ports, and Xorcom's Complete Concierge	

Overview

Filitheyo Island Resort is a 3 kilometer spread premium island resort in Maldives, with 147 water villas and bungalows. The property had been using a faulty, old Alcatel PABX system which interconnected the 147 independent villas with the main hotel building. Half of the villas and luxury homes remained disconnected due to hardware failure on the Alcatel PABX, and guests had to use other (costly) means of communication to reach the hotel.



One of the property's bungalows, which required a cost-effective connection to the main hotel.

The Filitheyo IT department was planning to deploy an Asterisk®-based telephony solution, and the management decided to go for the Xorcom IP PBX solution, because it was the

only Asterisk-based telephony solution integrated with Micros Opera PMS (Property Management System).

The entire project, connecting and configuring 147 villas, plus the integration with Micros Opera, took only 7 days on-site.

Customer Requirements

Filitheyo's most important requirement was the integration of an Asterisk solution with Micros Opera PMS. Another important requirement was a stable hardware platform to connect 147 villas (analog extensions) spread across a 3 kilometer radius, 8 analog lines and administration IP phones.

Additionally, Filitheyo needed all enterprise telephony features such as conference, voice mail, ring groups, call forwarding, and time based routing, for use in the back-office and administration departments.

The goal was to facilitate a 'single vendor' IP PBX solution, which would include all the different components of a hotel telephony system.

Proposed Solution

Xorcom integration partner Techné proposed the Xorcom XE3000, an IP PBX with 16 FXO ports, along with six Xorcom Astribank channel banks, each with 32 FXS analog ports, and Xorcom's Complete Concierge suite with licenses for 147 rooms.

During the first four days of implementation Techné created the IP PBX dialing rules, extensions for the villas and administration staff, CO connectivity and add-on features. All these tasks were carried out while the old PABX continued to function, untouched.

Days 4 and 5 were spent studying and fixing the existing cable paths, terminations and new connectivity requirements. During days 6 and 7 the PABX functionality was switched to Xorcom, the channel banks were connected to the villas, and the CO lines were configured for the Xorcom equipment, which was integrated with the Micros Opera PMS.



Communications requirement of the resort



Obsolete equipment prior to replacement



Xorcom IP-PBX with Astribanks

Results

The old analog PBX system had many drawbacks; many features were not available due to license limitations. Hardware failure was a major concern, and replacement of hardware components required a long wait period.

The new Xorcom solution offers a wide range of license-free telephony features. Staff and guests are no longer bound to the number of ports and licenses in the PABX. The flexibility of Move-Add-Change (MAC) is now possible without a vendor lock-in. PMS integration is now native to the IP PBX (with the old PABX this was only possible through a communication port and third party software was required to connect the PABX with the PMS).

Conclusion

“Xorcom made our IP Telephony transition very smooth; the new IP telephony system gives more personalized treatment to our guests, facilitates better service opportunities to our staff, and provides better control to the technical team. But the real beauty is the low entry cost when compared to the maintenance cost of the old Alcatel PABX.” - *Abdulla Jabir, Filitheyo Resort Manager*

“Xorcom adds value to our business since a reliable telephony system is a very important part of the hospitality business. The underlying **Asterisk telephony features are extremely useful** in a business segment like hospitality, and Xorcom’s Linux-based system architecture is super cool for technical management. The **PMS integration was the decision maker**; the fact that the Xorcom solution included PMS integration made switching to Xorcom an easy choice.” - *Filitheyo IT Department*

About Filitheyo Island Resort



The Filitheyo Island Resort, located in Maldives, is the only island resort in the un-spoilt Faafu Atoll. It is a natural tropical Island, which is lush in vegetation and surrounded by a stunning house reef. The resort, with 147 water villas and bungalows, offers guests what can only be described as a barefoot luxury retreat. For more information, visit: [Filitheyo Web site.](#)

About Techné Pvt Ltd



Techné Pvt Ltd is an IT solutions provider focused on delivering quality and reliable services. Based in the Maldives, our company caters primarily to local customers, especially those in the hospitality industry. Our clients include private businesses, government offices, educational institutes including schools and high profile hospitality chains.

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The company offers IPBX, IPTV, VOD, Wireless Networks, LAN, WAN and VoIP solutions. Working closely with technology partners, Techné ensures that the offered solutions meet specific customer requirements. For more information, visit: <http://techne.com.mv>

About Keve Info Systems



Keve Info Systems (Keve Infosys) is a Solutions Provider/Integrator with enthusiastic leadership and years of experience in Telecommunication, Converged (Data, Voice and Video)

Networking and Customer Interaction Solutions, satisfying the technology requirements Small and Middle Enterprises. Keve Infosys distributes Xorcom products in EMEA and Asia markets. For more information, visit: www.kevesystems.com

About Xorcom



Founded in 2004, Xorcom is a privately-held IP-PBX manufacturer. Xorcom harnesses the power of Asterisk® Open Source IP-PBX - the most rapidly growing telephony platform in the world - to design and produce leading-edge hardware telephony solutions for commercial installations.

Today, Xorcom offers the widest and most flexible range of solutions and hardware platforms in the Asterisk market. System integrators, telecom equipment manufacturers, and customer premise telephony and VoIP providers use Xorcom products to provide added value to their end users. Xorcom sells its products via a worldwide distribution channel and OEM partners. For more information, visit: www.xorcom.com.

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