

The Springs Resort & Spa Case Study

Customer	The Springs Resort & Spa Pagosa Springs, Colorado Tel: +1.800.225.0934	Testimonial  <p>“We chose Xorcom because the hospitality-focused features of Complete Concierge, the Astribank hardware, and the PMS integration met our requirements perfectly — at half the cost of some of the competing bids.” - <i>Nerissa Whittington, Owner/Manager - The Springs Resort & Spa</i></p>
Industry	Hospitality - Resort and Hotel	
Main Challenge	To upgrade to an IP communications solution that would integrate with existing Cisco Unified Communications Manager (CUCM) system at multiple sites	
Integrator	Eric Hittle Echo IT Consulting, LLC Pagosa Springs, Colorado Tel : +1. 970.403.5616	
Solution	<ul style="list-style-type: none"> • 2 XE2000 PBX Servers • 1 XR0030 Astribank w/6 FXS; 2 FXO Ports & I/O Ports • 3 XR0008 Astribank w/32 FXS Ports & I/O Ports • 18 New SIP Phone Extensions 	

Overview

The Springs Resort and Spa is a world-class luxury facility that draws clientele from across the USA. As with many hotels, their buildings date from various periods and not all have the latest data network cabling running to each room. The customer was looking to fully upgrade its front desk and administrative office telephony system, while still being able to integrate with the legacy room phones.



Customer Requirements

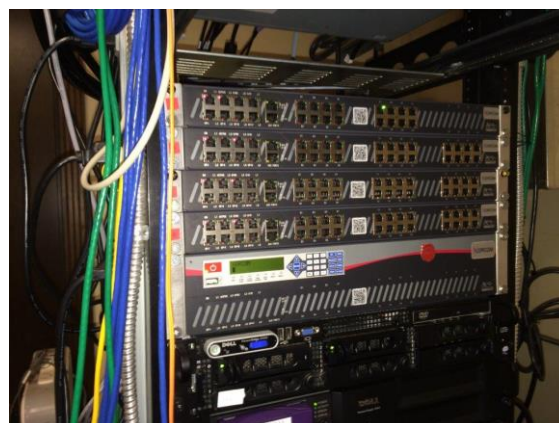
The Springs Resort and Spa required an economical phone system that would upgrade their office and front desk phones to modern, full-featured, business handsets, with:

- Ability to integrate with existing network of 80 analog room phones
- Ability to integrate with existing Property Management System software
- Easily expandable in the future, as their network infrastructure improves

Implemented Solution

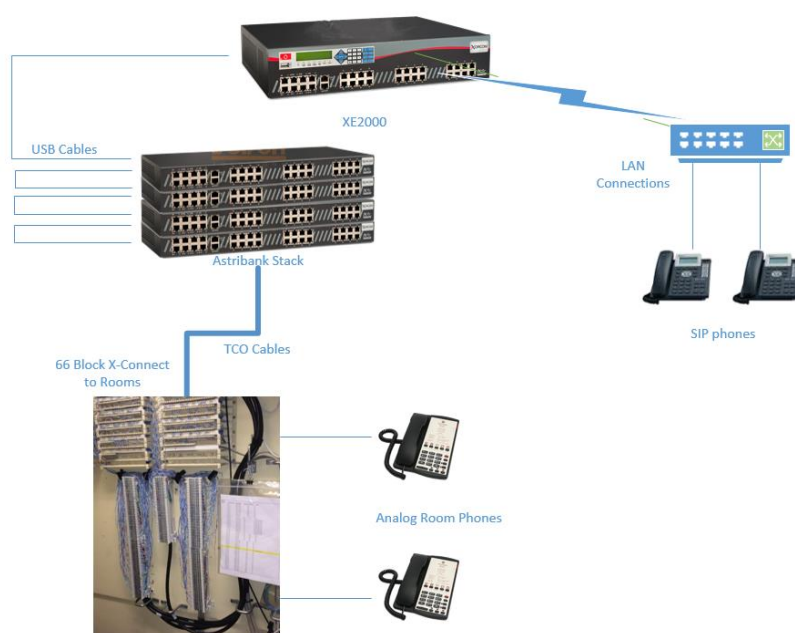
The balance between cost and functionality was the main challenge in selecting both a solution and integrator. Echo IT Consulting, LLC was already a well-known partner of the Springs Resort and Spa and had an established, successful relationship with the Resort. The Resort trusted that Echo IT's recommended solution would work as presented and be installed successfully on property.

The customer was also using a smaller PMS solution for reservations and housekeeping called RSI. As part of the deployment, Echo IT Consulting customized the PMS interface of the Complete Concierge in order to take advantage of room status and automatic room name assignment, which the customer was unable to do with their old PBX.



One of the Xorcom XE2000 servers with four Xorcom Astribanks fit nicely in the property's communication rack.

Network Diagram



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Conclusion

As per Nerissa Whittington, Owner/Manager of The Springs Resort & Spa: “We chose Xorcom because the **hospitality-focused features of Complete Concierge**, the Atribank hardware, and the PMS integration met our requirements perfectly — at half the cost of some of the competing bids.”

This calendar year, ECHO IT Consulting will also be presenting a plan for The Springs Resort & Spa to convert their 10 PSTN CO lines to SIP Trunks. Xorcom’s flexible system allows for both, but at the time of original installation the customer’s network infrastructure was not robust enough to depend on SIP trunks. The infrastructure is currently being upgraded, so this additional monthly cost saving will now be available to them as well.

About The Springs Resort & Spa



The Springs Resort & Spa, located in beautiful Pagosa Springs, Colorado, has 23 hot spring mineral pools, 79 hotel rooms with luxury suites and a full service spa and salon. It is home to the world’s deepest hot spring, the “Great Pagosah Spring” which feeds mineral water to their 23 soaking pools. Their newest building, the EcoLuxe Hotel, is a 29-room, luxury green-built building designed and constructed and certified to Leadership in Energy and Environmental Design (LEED) Gold standards. This is the first LEED-built hotel in Colorado and one of only 22 in the USA. For more information, visit: www.pagosahotspings.com

About Echo IT Consulting, LLC



ECHO IT Consulting provides comprehensive IT services to local and regional businesses as well as the public sector. Services range from single instance consultation or troubleshooting, to 24x7 managed IT services. Backed by over 17 years of experience in the commercial and government space, Echo IT specializes in Voice over IP (VoIP) phone systems, Enterprise Wi-Fi, hosted and on-premise email, cloud & virtualization technologies, backup solutions, IT security consulting, DR & business continuity, and network systems installation & configuration. For more information, visit: www.echoitconsult.com.

About Xorcom



Xorcom, established in 2004, designs and manufactures integrated business telephony solutions that support both traditional PSTN and VoIP. Xorcom products are installed in over 100 countries around the world. Seven product lines in the Xorcom IP-PBX family support from 30-1500 extensions, addressing the needs of SMB as well as enterprise. The flagship product, CompletePBX, is a fully integrated business telephony solution that provides excellent user experience, a robust feature set, unparalleled security via a built-in session border controller and the cost-effectiveness of VoIP, with no per user license fees! For more information, visit www.xorcom.com.

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