

## UNIVERGE® SV9500 SUCCESS STORY

## VIRGIN HOTELS LAS VEGAS

**Customer**

- > Virgin Hotels Las Vegas

**Industry**

- > Hospitality

**Challenges**

- > Needed an IP-based platform
- > Consolidate 2 PBXs down to 1
- > Stability to support 1,600 hotel rooms

**Solution**

- > UNIVERGE® SV9500 platform
- > NEC software console
- > e911
- > Voicemail

[www.virginhotelslv.com](http://www.virginhotelslv.com)



**CURIO  
COLLECTION**  
by Hilton™

**Challenges**

One of the biggest challenges for the Virgin Hotels Las Vegas was trying to consolidate their PBXs. Their previous system amounted to two PBXs tied together and there was a desire for a new, more efficient system that could help get them down to one instead. Not only that, but the hotel's telecommunications team saw an opportunity to move away from individual, analog devices and line cards in favor of a platform that was 100% Voice over Internet Protocol (VoIP).

And with 1,600 rooms to support, leadership knew that it would be critical to select a vendor capable of providing consistent service and uptime with a support team ready to step in at a moment's notice when needed. In the end, they narrowed their search down to three potential partners for the new migration.

**Solution**

Ultimately, the Virgin Hotels Las Vegas chose to continue working with NEC, who had a history of working with the property under its former brand. The SV9500 platform was the ideal solution to help make the migration to VoIP and set the hotel up for long term success. The 9500 offered Virgin Hotels Las Vegas, among other things, easy-to-use, centralized management and configuration for ease of deployment and maintenance, as well as simplified user licensing to make it as easy as possible to streamline costs and budget.

"We felt that with NEC's platform...it was solid. It was dependable," says Telecommunications Manager Keith Lee "We just really liked the NEC platform for stability and, more so, the ability to have support."

Lee and his team had initially allocated up to a month to complete the migration in its entirety, but the platform allowed them to be up and running – with time for input and testing on-site at the property – in just one week. He says they could have finished in as little as two days but chose to use the extra time they had to ensure things went as smoothly as possible.

The property currently has 3,000 phones in use but the SV9500 is capable of expanding up to 16,000 IP extensions within a single



## ABOUT VIRGIN HOTELS LAS VEGAS

Virgin Hotels Las Vegas opened on March 25, 2021 and is part of Hilton's Curio Collection, offering guests the benefits of the award-winning Hilton Honors program. The state-of-the-art 60,000 square foot Mohegan Casino Las Vegas is operated by master developer and operator of premier global integrated entertainment resorts, Mohegan Gaming & Entertainment. The property can host events of all sizes with 130,000 square feet of re-inspired indoor and outdoor meeting and convention spaces. The architectural design, interior design, lighting design, fixture design and custom furnishings were services provided by Rockwell Group. The property is owned by JC Hospitality, LLC, in partnership with Juniper Capital Partners, Virgin Group, LiUNA, Fengate Asset Management, Dream and Orlando Development.

Virgin Hotels Las Vegas offers multiple entertainment venues featuring headline entertainment including The Theater at Virgin Hotels Las Vegas, operated by AEG Presents, 24 Oxford and The Event Lawn. The experiential culinary and beverage portfolio includes Kris Yenbamroong's Night + Market, the legendary Nobu, Kassi Beach House from restaurateur Nick Mathers, Michael and David Morton's ONE Steakhouse, Casa Calavera from global hospitality company Tao Group, the sports and entertainment venue Skybox, famous Afters Ice Cream, Pizza Forte by the Ferraro Family and signature Virgin Hotels restaurants and bars including The Kitchen at Commons Club, The Bar at Commons Club, The Shag Room and Funny Library Coffee Shop.

system and is equipped with SIP and ISDN signaling protocol and access to the latest communications technology to ensure the platform maintains a future-proof investment for years to come. Keith was also quick to sing the praises of [Forerunner Technologies](#), who had partnered with Keith and the hotel's telecommunications team in the past and assisted with the migration to the SV9500 platform.

"Forerunner has always been there to take care of our needs...to make sure that I not only had what was purchased, what was needed, what was put in place, and then to make sure everything was working. As a company, Forerunner is dynamite. They've supported us in the past and their team is top notch."

## Results

Virgin Hotels Las Vegas has since gone on to achieve the stability they initially set out to find. Under their old system, they were only able to achieve approximately 80% uptime with their PBX but that has held at 100% since deploying the IP-based SV9500 platform. Lee says the feedback from both his team and the rest of the hotel's user base has been overwhelmingly positive as well.

"We definitely have reduced our 'troubles' that I deal with on a day-to-day basis. Users seem to enjoy the operation of the NEC phones that are attached to it."



For further information please contact your local NEC representative or:

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