



## CASE STUDY | BUILDINGS

# HOTEL SCHLOSS MÖNCHSTEIN

Door/ gate communication solution for a luxury hotel in Salzburg

### THE CLIENT

Hotel Schloss Mönchstein, a luxury hotel in Salzburg, emphasises exclusive living, exquisite dining, elegant celebrations and restful relaxation high above the rooftops of the city.

Guests experience the unrivalled romance of the palace in a retreat surrounded by lush gardens. With opulent rooms and suites, the award-winning restaurant "The Glass Garden", the Mönchstein SPA for pure wellness enjoyment and a breathtaking view over the city of Mozart, the 5-star superior hotel offers its guests a unique experience and is also an exclusive event location.

<https://www.monchstein.at/de/>





## CHALLENGE

The safety and satisfaction of all hotel guests is a top priority at Hotel Schloss Mönchstein. This includes being available at all times, even for guests arriving late, and checking which new people are entering the premises. It was important to offer guests a direct communication link to reception, whether on arrival at the gates of the castle hotel, on the extensive grounds or in the car park for hotel guests. This means that if guests have any questions or problems, they can contact the right person directly and receive perfect all-round support. The luxury hotel sought a high-end communication solution to meet its daily operational needs while enhancing the support level for hotel guests. Additionally, the solution needed to seamlessly integrate with the hotel's lavish ambience, both functionally and aesthetically.

## SOLUTION

Commend's comprehensive intercom communication system for the entire hotel area ensures greater security, comfort and efficiency. Perfect speech intelligibility and the integration of video to voice offer an outstanding level of communication quality. The aesthetic intercom station od10 that can also be used as an advertising space opens up new sources of revenue and at the same time creates an appealing environment for guests. Seamless routing with SIP trunk into the cloud telephone system ensures that guests can always be welcomed in a friendly and professional manner, even when the reception desk is not manned.

- 1x od10
- 3x od1cm
- 1x eb1e1a
- 1x eb3e2a
- 1x id5
- 1x s3
- Upgrade Subscription
- 1x SIP Trunk into the Cloud telephone system



## RESULT

Guests arriving late are warmly welcomed without compromising on security. New visitors enter the premises and feel welcome while staff have the opportunity to check who wants to enter the area. Any difficulties in the car park can be dealt with immediately to ensure that everything runs smoothly and the overall luxurious ambience is maintained.

Commend has proven to be a trustworthy partner for Hotel Schloss Mönchstein over the years. The customer knows that they can count on a **reliable and proven solution** that fulfils all their requirements. Commend not only offers innovative technology, but also attaches great importance to **attractive design**. The aesthetic appearance of the products reflects the first-class service that the hotel offers its customers. This combination of aesthetics and performance is of particular relevance to Hotel Schloss Mönchstein.

Commend is not just about selling products, but also about providing a **comprehensive range of services**. By continuously investing in developing and improving our technology we ensure customers stay at the cutting edge of innovation. Our **Evergreen Technology** allows customers to protect their existing investments as new products can be seamlessly integrated with existing systems. For example, the already installed bar-kitchen communication system is expected to be connected to the new system in 2025 to create a **holistic communication system for the entire hotel area**. This ensures flexibility and future-proofing.

Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

**commend.at**