# Iconic JW Marriott Resort & Spa Venice adopts cloud-based telephony services from Fourteen IP



JW Marriott Resort & Spa, Venice rooftop pool overlooking Venice waterfront

## JW Marriott Resort & Spa, Venice

JW Marriott Resort & Spa, Venice is a brand new hotel, based on its own private island just off the main island of Venice. The ultimate luxury retreat for romantic breaks and family escapes it has 280 rooms and boasts the best Spa in Venice, features 4 restaurants, 4 bars and a rooftop lounge area with pool offering a dramatic 360 degree view over Venice.

Started some years earlier the hotel had been sat part completed for a number of years. There are no fixed telephone lines to the island with internet delivered via Satellite link. Marriott Hotels and the owners chose the cloud-based Evolution Voice service from Fourteen IP as a solution that would provide all the features and functionality required in a 5* deluxe resort, for the right price and be able to work to the highest standard using the Satellite-based internet service.

## Choosing Fourteen IP

Fourteen IP is an existing supplier to Marriott across Europe, Fourteen IP and Evolution Voice were chosen as the most cost effective solution that could provide the features, functionality and reliability that the hotel required given the connectivity available.

Marriott Hotels has chosen the Broadsoft platform as its global standard for telephony and our Evolution Voice service is powered by Broadsoft. Following this strategic decision Marriott Hotels has signed a multi-national Framework Agreement to adopt their Above Property Telephony Solution, Evolution Voice.

## EVOLUTIONVOICE XIV
### Designed for hospitality ■

*powered by* broadsoft

*Fourteen IP's Above Property Telephony Solution, Evolution Voice
is now live in 13 countries and installed in over 20,000 hotel rooms.*

# FOURTEEN XIV
## IP COMMUNICATIONS

Imposing Facade at JW Marriott Resort & Spa, Venice


Rooftop Restaurant at JW Marriott Resort & Spa, Venice

## The Solution

Fourteen IP deployed 280 Hotel Guest Licences, 50 Hotel Lobby/Meeting Room Licenses, 130 Hotel Office Licences and a range of Yealink T42-G, T48-G and W52P SIP Handsets.

We specified the system and worked with the hotel and other providers to ensure the telephony, island wide radio system and messaging system that links Guestware and fire panels to both the radios and telephones was installed to the hotel's required standard and within the project timelines.

## The Installation

Fourteen IP technicians were on sites for several weeks during the build and opening of the hotel and worked closely with the hotel team and other vendors to ensure everything was delivered within the required timelines.

**For information on the Evolution Family of communications solutions designed for hospitality call us on +44 1942 369196 or (US) 407 204 1614**

## The Impact

JW Marriott Resort & Spa, Venice is now connected to Evolution Voice service, which is being deployed in a number of other Marriott properties right across Europe.

They benefit from being a part of that single group wide solution and from the flexibility the systems affords them as a true SaaS solution, we have already been able to add and remove feature packs.

*"Evolution Voice services are being deployed in hotels across Europe and America, including 42 in the UK"*


Corded and Cordless Yealink SIP Handsets

## About Fourteen IP Communications

Fourteen IP is a specialist communications service provider supplier specialising in both on-site and above property network and communications solutions for the hospitality sector.
With over 25 year's experience and customers across EMEA and the Americas we have the understanding and capability to design, manage, implement and support solutions, that can help you deliver improved service and increase operational efficiency, whilst reducing costs.

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