

TRAVEL AND HOSPITALITY

## Langham Hotel facilitates staff coordination via smartphones

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*The Langham London's Sterling Suite. Image credit: The Langham London*

By STAFF REPORTS

The Langham Hotel in London is making it easier for its employees to communicate throughout its property through the rollout of an enterprise mobility solution.

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By leveraging Spectralink Corporation's Pivot smartphones, Langham is opening up more reliable lines of communication between staff through its WiFi network. The Langham sees this added technology as a means to better deliver on and improve guest experiences.

### Smartphone service

Unhappy with its previous communication devices that would drop calls, The Langham set out to find an alternative solution. Spectralink's Pivot was chosen for its call quality and durability, with resistance to dust, liquids and drops.

The Langham has 90 smartphones in use for its front desk, housekeeping and support staff. Employees can make voice calls over the WiFi network, while the housekeeping staff can access the FCS application to assign jobs and measure performance.

"With Pivot smartphones, staff can reliably communicate from anywhere within the hotel, while providing auditable reports to support training and the continuous improvement of guest services," said Perry Lai, vice president of information technology with The Langham Hospitality Group, in a statement.

"In today's world of instant gratification, communication among our team is vital in the provision of timely and anticipated service," he said. "A mobility solution allows immediate collaboration, enabling colleagues to take responsibility for the delivery of service excellence."



*Exterior of The Langham London. Image credit: The Langham*

The Pivot phones are Android touchscreen devices that integrate with Google Mobile Services. In addition to providing a communication channel, The Langham also sees the smartphones helping to drive training.

"Since adopting Pivot smartphones, we've seen an increase in staff productivity and responsiveness," said Ramon Rizk, information systems manager of The Langham, in a statement. "Plus, the additional audit reports help management proactively train employees to anticipate and avoid service disruptions."

While hotels pride themselves on high-touch service, they are also experimenting with high-tech touchpoints to facilitate parts of guests' stays.

As hotel and travel brands continue to integrate technology to drive convenience, robotics seems to be the next frontier.

Shangri-La is the latest hotel brand to innovate in customer service through technology. The hospitality brand's Hotel Jen in Asia is working with autonomous robots to deliver room service ([see story](#)).

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