



Novotel Melbourne on Collins Future-Proofs Telephony with Chyma

Close collaboration between Chyma, Novotel Melbourne on Collins and Accor stakeholders enabled a smooth migration from ageing infrastructure to a cloud-based solution — delivering reliability today and a clear path to future upgrades.

Background

Located in Melbourne's bustling Collins Street precinct, Novotel Melbourne on Collins has 380 guest rooms and extensive conferencing facilities. The hotel required a modern telephony platform to replace its ageing system while ensuring minimal disruption to operations.

Challenges

- Ageing Alcatel OXE PBX system at end-of-life.
- Limited vendor support and increasing downtime.
- Frequent guest-facing issues when in-room telephones failed.
- Budget constraints: a complete telephony refresh was not immediately viable.

“The migration was smooth, the system just works... For me, not having to think about the phones is the biggest compliment I can give.”
- Joseph Pirotta, Director of Finance

Solutions

- Chyma Cloud Voice for telephony.
- Retained Alcatel PBX hardware to run guest room phones (interim).
- SourceTech Extend for PMS interfacing.
- On-site training and support for engineering and front office staff.

“We haven’t logged a job in months.” – David Farmer, Chief Engineer

Action

Chyma modernised the hotel’s telephony environment by migrating the existing Alcatel OXE to Chyma’s cloud platform. This included:

- Retaining existing guest room phones and hardware to maximise existing investment.
- Deploying cloud-based admin phones immediately.
- Providing transparent project management, training for engineering staff, and responsive helpdesk support.

This staged approach allowed the hotel to modernise operations now, while ensuring flexibility for future upgrades when appropriate.



Increased Reliability



Capex Alignment



Greater Efficiency

Results

Technical Benefits

- Seamless migration of legacy PBX to cloud.
- Significant reduction in downtime
- Reliable, high-availability telephony for a 24/7 hospitality operation.
- Ongoing support and escalation process.

Financial Benefits

- Protected investment by reusing guest handsets.
- Deferred major capex until aligned with long-term property plans.
- Reduced implementation costs and avoided disruption to guest services.

User Benefits

- No disruption during migration; staff productivity maintained.
- Engineers empowered with troubleshooting training, reducing escalations.
- Guest experience stabilised with consistently available in-room phones.

Ready to modernise your hotel communications?

Get in touch