

CASE STUDY

# Grand America Hotel & Resort

GRAND AMERICA  
HOTELS & RESORTS

## Grand America Hotel & Resort Boosts Customer Experience with MetTel's Contact Center as a Service Powered by Talkdesk.

**Feature-rich, flexible, and scalable  
technology facilitates white-glove  
customer service**

### Customer

Grand America Hotel & Resort (GAHR), a leader in the premier hospitality industry, offers upscale accommodation and event hosting services, including ski resorts, condos, long-term apartments, conference rooms, ballrooms, restaurants, and a spa. GAHR has a contact center with 35 agents, which sometimes grows to as many as 200 agents during peak seasons, who are responsible for providing white glove support for event and accommodation inquiries, reservations, and other arrangements.

### Challenge

With a strong focus on providing an exceptional customer experience, Grand America Hotel & Resort's contact center is instrumental to their business and brand. As a result, they require reliable, cost-effective, and scalable technology to manage their customer interactions efficiently. Facing an upcoming license renewal of their on-premise contact center, GAHR used the opportunity to investigate other solutions that could better meet their needs.

On top of that, GAHR faced challenges with their existing network hardware, as current routers were being discontinued. When reviewing potential new routers, SD-WAN was brought into consideration because of its more advanced network capabilities compared to routers.

For more info, contact your MetTel agent or visit [mettel.net](https://www.mettel.net).

**"With MetTel's Contact Center as a Service powered by Talkdesk, we are now able to operate with heightened efficiency, flexibility, and transparency, all with greater levels of security and at a lower cost. This has enhanced our ability to serve our customers and give them the white glove care and service that people have come to expect from Grand America Hotel & Resort."**

**Adam Talbot**

Telecommunications Manager,  
Grand America Hotel & Resort

**"Grand America Hotel & Resort's customer contact center is an important component of its stellar customer care and service. Now, with MetTel's Contact Center as a Service powered by Talkdesk, they have industry leading technology to enhance their performance and efficiency while providing more impactful care and service to their customers."**

**Chad Haydar**

Global VP, Channels & Alliances, Talkdesk

**MetTel**<sup>®</sup>

An important requirement for GAHR's contact center solution is flexibility, as during holidays and peak season months they hire temporary agents to support the demand. They needed a contact center solution that could quickly scale up and down, as well as support some agents that work from home. Their current system required them to buy costly, long-term licenses for temporary staff. Simple tasks, like adding a new employee, required navigating through multiple systems, resulting in administrative burden and complexity. Their current system also required older VPN technology to facilitate their work-from-home agents.

Lastly, rapid deployment was crucial as GAHR's existing vendor was pressuring them to renew their license and upgrade their equipment. They needed a seamless transition and time was running out.

## Solution

MetTel's [Contact Center as a Service](#) powered by Talkdesk, coupled with their [Managed SD-WAN solution](#), addressed all the challenges that Grand America Hotel & Resort faced and proved to be the ideal choice for their call center transformation. From a financial perspective, the hosted licensing option presented significant cost savings vs. the current on-premises contact center and agent licenses. In addition, this solution allowed GAHR to decouple voice and data, which allowed for more options and flexibility.

The joint MetTel – Talkdesk solution provided the flexibility that GAHR needed. With tens of millions of carrier-grade call paths, GAHR now has the ability to scale up and down to match their seasonal demand cycles. Also, scaling, adding or removing agents, and other system changes are made quickly and easily through a simplified, user-friendly dashboard.

MetTel also addressed GAHR's need to provide secure connections for their remote staff. Using MetTel's SD-WAN, work-from-home agents no longer have to rely on VPN. They instead use carrier grade, encrypted connections to access the company network, files, and applications.

Leveraging the power of open API infrastructure in a cloud system, integration with third-party platforms and services became significantly faster and more efficient. The MetTel – Talkdesk solution easily connects GAHR's integrations such as specific property applications, providing a much broader spectrum of enriched features and functionality.

MetTel's end-to-end service and expertise played a pivotal role in the successful transformation. Handling all aspects, including hardware deployment, software installation, licensing, customer experience, programming, and integration, MetTel provided a white-glove experience throughout the onboarding and installation processes.

Lastly, MetTel and Talkdesk met GAHR's deadline and tight timeline. They delivered a seamless transition from their existing system to their new digitally enhanced call center solution.

## Summary

### COMPANY PROFILE

- Grand America Hotel & Resort is a leader in the premier hospitality industry.
- Upscale accommodations and event hosting services, including ski resorts, condos, long-term apartments, conference rooms, ballrooms, restaurants, and a spa.
- Contact center with 35 agents, which grows to as many as 200 agents during peak seasons, providing white glove support for event and accommodation inquiries, reservations, and other arrangements.

### CHALLENGE

- Faced upcoming renewal of on-premises contact center license, which was not fully meeting their needs.
- Existing provider requiring them to buy new routers, which did not have the same capabilities as SD-WAN.
- Flexibility necessary to scale call center with peak demand cycles and to make quick system changes as needed.
- Tight security requirements, including work-from-home agents accessing the system remotely.
- Rapid project deployment to ensure a seamless transition from current system to new call center.

### FEATURED SOLUTION

- MetTel's [Contact Center as a Service](#) powered by Talkdesk.
- MetTel's [Managed SD-WAN solution](#).

### KEY RESULTS

- Significant cost savings.
- Decoupled voice and data for more options.
- Flexibility to scale call center up and down with quick and simplified general change management.
- Highly secure without the need to use a VPN for remote agents.
- More features and functionality with open API infrastructure for easy integration with third-party platforms.
- Processes that took up to 9 months were accomplished within 30 days, demonstrating the advantages of a hosted solution over on-premises systems.
- Deadline met for seamless transition from previous system to current digitally enhanced call center solution.

For more info, contact your MetTel agent or visit [mettel.net](https://mettel.net).

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## ABOUT METTEL

MetTel is a leader in communications and digital transformation (DX) solutions for enterprise customers. By converging all communications over a proprietary network, MetTel gives enterprises one unified view and control point for all their communications and advanced network services. MetTel's comprehensive portfolio of solutions improves productivity, reduces costs, and simplifies operations. For more information visit [mettel.net](https://mettel.net), follow us on Twitter (@OneMetTel) and LinkedIn, or call us directly at (877) 963-8663. MetTel. Connect Smarter.™

## ABOUT TALKDESK

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line. Serving enterprise customers in over 100 countries, we partner with our customers to deliver continuous innovation and breakthrough results. Our unwavering commitment to doing what we say we will do and our investment in the highest levels of security and reliability for our products make us second to none in the industry. Improve customer experiences, increase efficiency, and grow revenue with Talkdesk, a cloud contact center platform built for your industry. Learn more and take a self-guided demo at [www.talkdesk.com](https://www.talkdesk.com).

## Results & Impact

Grand America Hotel & Resort successfully transitioned to MetTel's Contact Center as a Service powered by Talkdesk, significantly improving their customer interactions and experience. GAHR now enjoys greater scalability and flexibility to meet fluctuations in demand, especially during holiday seasons and large events. MetTel's tens of millions of call paths allow Grand America Hotel & Resort to scale up and down effortlessly, as well as make other system changes, creating a consistent and high-quality customer experience. In addition, with a carrier-grade, encrypted connection eliminating the need for VPN, remote workers can safely and securely access the contact center from their home offices. MetTel's Managed SD-WAN solution prioritizes traffic and ensures bandwidth and call quality.

Overall, the GAHR's contact center digital transformation with MetTel resulted in improved operational efficiency, simplified management, and a highly satisfied customer base. With MetTel's reliable and comprehensive Contact Center as a Service powered by Talkdesk, Grand America Hotel & Resort is well-equipped to continue leading in the premier hospitality space, delivering exceptional services to its guests.