



HOTELBEDS

HotelBeds is the world's leading bed bank, with more than 180,000 hotels and a network of B2B travel buyers, including tour operators, travel agents, and airline websites. In 2020, the company faced the seemingly impossible—to navigate the widespread implications of a global health crisis and its impact on the travel industry.

Vonage Contact Center for Salesforce was the solution.

vonage.com



HotelBeds Selects Vonage to Help Tackle the Pandemic

During COVID-19, HotelBeds needed to transition to a remote working environment for their contact center and other personnel. This required an upgrade and migration of its telephony infrastructure to a single platform that integrated seamlessly with Salesforce.

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Paul Anthony
CIO | HotelBeds

Conducting Business During COVID-19

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"In terms of our contact center, we wouldn't have been able to do it without the Vonage solution. The fact that we're able to do it now has reset some of the teams' mindsets about—'Do we really need to have large offices and conduct all of our calls on-premise?' Vonage Contact Center has very much helped us," said Anthony.

RESULTS

Riding the COVID-19 Wave

According to Marc Albert, global operations director at HotelBeds, *"Vonage has helped lower our costs and has given our contact center people greater capabilities. Most of our employees are working from home. But even when they are able to return back to the office, we are hearing a desire to have more people work from home. With Vonage Contact Center, this will be possible."*

Vonage also helps the teams address the changing topic of calls. *"Our sales people are now taking inbound calls from customers, and that was not typically the case,"* said Albert. *"Now PCI compliance is one of the things that we need to consider."*

Why HotelBeds Chose Vonage Contact Center

HotelBeds needed to improve their customer experience by deploying a single, scalable cloud contact center solution that would efficiently integrate with Salesforce. *"The CRM platform is such a cornerstone in our organization, and Vonage was the perfect fit,"* Anthony said.

The Vonage-based contact center operates on a single platform and offers a more robust caller experience. With full integration of the HotelBeds CRM, agents can immediately view client details when receiving a call.

Marc Albert reports that his company receives high value from the rich customer data provided by the omnichannel Vonage platform. *"We are seeing the benefits to having something that, once integrated, provides us with a data repository from one single point of truth."*



Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation. The Vonage Communications Platform is fully programmable and allows for the integration of video, voice, chat, messaging, and verification into existing products, workflows, and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or anywhere, providing enormous flexibility and ensuring business continuity.