



## **Case Studies – Guest Services**

### ***Voyages Hotels & Resorts***

#### **The Customer**

Ayers Rock Resort consists of a number of key accommodation options some of which are:

- 5 star Sails in the Desert
- Desert Gardens
- Outback Pioneer hotel
- Ayers Rock Campground

#### **The Need**

To provide guests at the various venues from 5 stars through to the more budget minded traveller with pre-paid or coin access on a casual basis to E-Mail access and Internet banking.

To provide free access to the venue's web pages to allow forward bookings and provide up to date information on local attractions and resort facilities.

Establish a relationship with a single preferred supplier with a recognised brand and track record.

#### **The Solution**

Through a 'local' Owner/Operator pieNETWORKS provided a turnkey solution including:

- Kiosk design and customisation to Voyages Resorts specifications
- Monitoring and support

#### **Results**

pieNETWORKS kiosks have been operational for over 4 years after installing customised second and third generation kiosks on attractive commercial terms without the need for the client to outlay any capital.