



THE LANCASTER
HOUSTON

To: Enterprise Systems
Attn: Rodney Hyde
From: Douglas Wamer
Date: April 23, 2007
Subject: The Lancaster Hotel

The historic Lancaster Hotel in downtown Houston has been undergoing significant renovations and upgrading facilities. The Lancaster attracts highly mobile, affluent personal and business guests that expect the best in their accommodations and appointments. To that end, the Lancaster owners and management made the decision to upgrade the communications systems in the Hotel. The Nortel solution was chosen as the best value and feature set for the Lancaster. Enterprise Systems personnel engineered and deployed a hybrid Voice over IP solution for the Hotel. All staff phones are IP instruments while the guest rooms have retained the traditional analog. This way the Lancaster can grow into other IP applications at our own pace.

The project was quite a challenge, as the Hotel was built in 1926. The CS1000 with HMS400 Hospitality Messaging were installed in a manner that minimized down time and kept our operations running smoothly. Enterprise Systems personnel focused on our Property Management System and Call Accounting interfaces to ensure we kept our revenue sources intact. The communication between both parties during the installation was outstanding.

Since the successful installation, Enterprise Systems Corporation has been responsive and demonstrated a high level of customer service for the Hotel. I could have not been more pleased with the impeccable customer service I received from Tracy Sutton, Darlene Gonzales and Jason Clevenger. They are true assets to a very professional and successful company as Enterprise.

I highly recommend Enterprise Systems to any organization (Hospitality in particular) who is seeking a Nortel partner.

Sincerely,

Douglas Wamer
Director of Engineering
The Lancaster Hotel
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