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Eldorado and Silver Legacy Hotel Casinos Use NEC's Hospitality Solutions to Enhance Employee and Guest Experiences

Nevada resorts create a positive environment for guests and staff through seamless communications integration

IRVING, TX, July 28, 2009 — NEC Unified Solutions, Inc. (NEC), a leading provider and integrator of advanced communications solutions, today announced that both the Eldorado Hotel Casino and Silver Legacy Resort Casino in Reno, NV, are delivering a complete customer service experience to guests and a more efficient workplace for employees using NEC's communications technology.

The Eldorado Hotel Casino and Silver Legacy Resort Casino are not only physically joined by a skyway, but also share the philosophy that superior guest services and employee communications are enhanced when delivered via advanced, integrated technology.

"In the hospitality industry, success is measured by accessibility, great service and a superb guest experience," said Cindy Carano, executive director of hotel operations for Eldorado Hotel Casino, which shares equal ownership of the Silver Legacy Resort Casino with MGM Mirage. "This could have been a complicated installation because combined the Eldorado and Silver Legacy have over 2,500 rooms. But NEC dealer DCI-Design Communications delivered the right NEC solution that brings amenities to guests' fingertips while giving employees the tools they need to help them be more effective at their jobs."

At each property, NEC's UNIVERGE® SV8500 IP Communications Servers and UA5200 Attendant Consoles interface with the hotel's property management system, delivering communications services to staff and guest rooms and, most importantly, contributing to a seamless experience for hotel guests.

With the UA5200 Attendant Console, the Eldorado and Silver Legacy hotel operators can now more easily track and bill for calls from guest rooms; note incoming external call origination; the number of calls that become reservations, and ultimately revenue for the hotels. Hotel operators can easily prioritize calls and see where calls are being routed from their PC desktops.

In guest rooms, customers can access the variety of hospitality focused features of the UNIVERGE SV8500 from their room phones to make reservations, request additional room supplies as well as set up reoccurring wake-up calls direct from their room phones without needing to speak with a front-desk representative. These services simplify and automate routine tasks and let hotel employees invest more time in face-to-face guest relations.

More information on NEC can be found here:

www.necunified.com

www.UNIVERGE360.com

www.NECToday.com

Twitter at www.twitter.com/NEC and @NEC

Facebook fan page: [NEC Unified Solutions](#)

About NEC Unified Solutions

NEC Unified Solutions helps companies unify their business communications through innovative software, applications, development tools, and services. NEC offers a complete portfolio for unified communications, wireless, voice, data and managed services, as well as systems integration and application development. NEC Unified Solutions serves as the North American communications integration arm of global giant NEC Corporation for Fortune 1000, as well as small to mid-sized businesses in vertical markets such as hospitality, education, government, and healthcare. For more information, visit www.necunified.com.

NEC and UNIVERGE are registered trademarks of NEC Corporation.

About DCI-Design Communications

DCI-Design Communications provides clients with solutions to meet all their voice and data Communication needs including: design, sales, installation and service by forming lasting partnerships with industry innovators and building a strong in-house workforce. DCI has the resource for every application and is a certified Platinum dealer of NEC and Mitel. For more information, visit www.dci-design.com.

About The Eldorado Hotel Casino

The Eldorado Hotel Casino luxury hotel in Reno, NV attends to guests' every need with unspoken special touches and an impeccable service philosophy. We proudly offer guests a variety of accommodation levels to suit every taste, style and budget. For more information, visit www.eldoradoreno.com.

About Silver Legacy Resort Casino

Silver Legacy Resort Casino is a historically themed resort, with turn-of-the-century elegance and over 1,700 luxurious rooms and suites. Connected to the Eldorado Hotel Casino, Silver Legacy is within walking distance of a number of entertainment venues, including the Reno Events Center. For more information, visit www.silverlegacyreno.com.



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