



CASE STUDY

# The Glen Hotel

The historic Glen Hotel keeps  
Queenslanders connected with CCNA



## History Of The Glen Hotel

The Glen Hotel, situated in Eight Mile Plains in Queensland, has an extensive history of supporting and connecting its customers. It is amongst Queensland's oldest continuously trading licensed premises, beginning in 1865 as a bustling watering hole providing hot meals and cold ale for travellers and a reliable local creek for their horses.

Times (and modes of transportation) have changed. So has The Glen Hotel, transitioning itself over the decades from an essential horse-bound stop between Brisbane and the Gold Coast into a thriving hub for the local community while still retaining its allure for travellers passing through the region.

The Glen Hotel has modernised while retaining its family-owned passion, with the Fitzgibbons family proudly owning and operating the business now for four generations. In recent years.



1863

Charles Baker buys the land on which The Glen Hotel stands today.



1865

The Glen Hotel under its former name 'Bakers Hotel' was officially opened for trade.



1927

Scottish sisters Mary-Jane McCamey and Emma O'Sullivan take over and change its name to "The Glen", after the Scottish countryside where they were born.



1960

Hotel was bought by another group of siblings: Brian Fitzgibbons, his younger brother Vince and their sister Imelda Mann.

2019

QHA winner of Hotel of the Year and Best Casual Dining.



2016

The Glen Hotel has expanded with the addition of 43 4.5 star accommodation rooms.



2011

Awarded Hotelier of the year by QLD Hotels Association



1988

Brothers Brian and Greg Fitzgibbons, sons of Brian and Elaine, transformed The Glen to its original colonial charm.



## The Glen Hotel today

Historical success does not guarantee more of the same in the future, especially with their second hotel, and additional accommodation, food, beverage expansion and COVID-19 related refurbishments at The Glen Hotel itself.

While horse-drawn transport has become a thing of the past, The Glen Hotel remains a popular 'one-stop-shop' for visitors to the area, providing food and accommodation in a convenient location. The Glen Hotel is frequently used by national technology companies based in the region who rely on the hotel for its convenience and quality service to host their visiting interstate and international staff and clients.

Group Operations Manager David Ovenden elaborates on this convenience for the region's visitors:

**"The hotel really is a meeting place because it's so central. Conveniently Located twenty minutes from the Brisbane airport, twenty minutes to the Gold Coast, and twenty minutes to Brisbane City. So it's a really good location when you've got businesses that are north, south, east and west. With Brisbane Technology Park located next door, we have lots of National based businesses that use our facilities for accommodation, function, food, beverage and gaming."**



## The Situation

Management has always taken a proactive approach to development. The team takes regular trips to Melbourne and Sydney establishments to research trends they can incorporate into their plans. This passion for continual development and improving the customer experience led the team to review their communication systems and the technology providers that support them.

Unfortunately, they found the service of their longstanding communications and technology provider began to lack the assurances and quality that The Glen Hotel and Osbourne Hotels needed.

David Ovenden shared more on the situation:

**"They eventually sold their business and it was just taken over by a company which we knew very little about and offered us poor support. We weren't really getting the service we needed and if some problems did arise, we may not have been able to get a fix for it."**

This situation left David and the team feeling 'vulnerable'. The items that needed repair or upgrading around their Avaya system that was installed a few years prior, and internal intercom and handset servicing meant it was time to look for the support they could depend on.

## Enter CCNA

The Glen Hotel needed robust communications systems throughout both hotels, someone experienced in Avaya solutions, and above all, reassurances that quality service and support were always on hand when needed.

For a business in its third century, seeking a third partner in a few short years to support their Avaya system and communications support elevated the need to get their decision right.

After an initial phone call with the CCNA team, David felt that their experience made them an ideal candidate. He outlined the unresolved issues that their previous service provider neglected, to gauge CCNA's potential for being the long-term solution they sorely needed.

David explained how these initial tasks built an early foundation for CCNA's capability and responsiveness:

**"There were a couple of issues straight away that we needed to address and CCNA were able to get those fixed quickly for me. That gave me that assurance that they knew what they're doing and they were able to get these jobs done. That builds that trust up pretty quickly once you can see that happening."**



## CCNA get to work

Once the phones and replacement phone stock was efficiently reviewed and replenished, the CCNA team reviewed their communications systems to ensure optimal performance and reliability. An electrical storm had taken out communications in the recent past. The memory of that vulnerability and the lack of adequate backup devices was never far from mind for David, so this proactive approach by CCNA aligned perfectly with his support hopes.

As David put it:

**"At the end of the day, we can't survive without our phones in the hotel game. So I felt vulnerable. I felt we needed something else with a bit more certainty. When CCNA came on board, they got right to work, and that gave me a feeling of, Oh, we're on the right track here."**

## Key items CCNA delivered from the outset



Handset replacement



Backup devices



Revived intercom system



Avaya system assessment



Avaya system upgrade



## Outcomes

After the outstanding tasks were addressed and rectified, and the necessary upgrades delivered a robust framework that The Glen Hotel and The Osbourne Hotel could rely upon was in place.

While David rightfully points out a new handset or underpinning phone platform is not something a hotel customer is likely to exclaim, 'This is great!', he points out the new system and handsets' user-friendly nature had not had any complaints or confusion from customers. Like CCNA, they just got the job done.

Revising the intercom system was an unforeseen benefit that CCNA delivered. Prior services and repairs had been unable to get the system online, and it had been left on the backburner. The long-dead system was a cause of frustration for delivery drivers pressing buttons that connected to nowhere for

their deliveries instead of a source of communications and operational efficiency as it was initially intended.

The Glen Hotel, above all, wanted to feel secure in continuing its legacy of connecting people and providing quality service to customers above all else.

David outlines his thoughts on CCNA today regarding this fundamental outcome:

*"CCNA, above all else, always just makes sure that we feel safe, and that if something happens here, they're able to come to the party and get us up and going quickly. Whether it is one of the server ports, hardware, software or issues connecting to the system. I just like to feel secure, and at the moment I do."*





## About CCNA

Converged Communication Network Applications Pty Ltd (CCNA) delivers leading technology solutions and services within the Enterprise, Government, and Carrier market place. The innovative design, development, and implementation of converged communication network applications are our core area of expertise. Our approach is to provide our customers with a flexible outcome-driven road map to their technology needs.



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