

> LUXURY HOTEL USES WORLD-CLASS NETWORKING FOR AN INNOVATIVE GUEST EXPERIENCE

NORTEL



Photographs by kind permission of Kempinski Hotel, Mall of the Emirates

Case Study

Kempinski Hotel

"As part of one of the most prestigious leisure complexes in the world, we needed the best possible quality for our network. Thanks to Nortel we have a high-availability solution that offers absolute speed and uncompromising security."

> **Michael Henssler,**
General Manager,
Kempinski Hotel, Mall of
the Emirates

Kempinski
HOTELIERS SINCE 1897

Customer: Kempinski Hotel

Country: United Arab Emirates

Industry: Hospitality

Challenge: To provide a luxury hotel with the reliable and highly secure infrastructure required to enhance the communications experience of staff and guests.

Solution: A world-class fixed and wireless infrastructure based on the highly resilient Nortel Ethernet Routing Switch 8600, with the Nortel Ethernet Routing Switch 5520 for Power over Ethernet and Gigabit connectivity. The Nortel WLAN 2300 portfolio provides wireless access to guests, whilst the entire configuration is secured through the Nortel Threat Protection System.

- Benefits:**
- **High availability** – the solution offers high resiliency to satisfy the needs of staff and customers, round the clock
 - **Security** – the data network meets even the stringent security needs of guests from government and finance sectors
 - **Enhanced customer experience** – cutting-edge wireless capability means that guests can access the network from anywhere in the hotel



The scenario

In the hospitality sector, ensuring the comfort of your guests is paramount. However, in today's increasingly demanding consumer marketplace, meeting that need can be a real challenge.

This is especially true for Kempinski Hotels, a luxury group of hotels favoured by government officials and business travellers. Not only does the hotel have to cater for well-heeled holidaymakers who want to make use of features such as interactive TV, IPTV and wireless networking, it also has to meet the stringent security requirements of business users who want to be sure that whatever data they access during their stay will remain secure. As a result, the hotel's network needs to be as exceptional as the rest of its facilities.

When building a new hotel at the prestigious Mall of the Emirates in Dubai – a hotspot for both business and leisure travellers – Kempinski had to take the needs of its visitors into account in a variety of ways. As part of a complex that includes the largest shopping mall outside the US and the Middle East's only indoor ski dome, the hotel attracts guests with a high-octane taste in leisure facilities and an attraction to cutting-edge technology. In addition to this, it has to ensure that its fire safety, car parking and networking facilities meet the demanding safety standards required by government officials and high-profile business people.

The hotel decided it needed a highly available and highly secure network that would enable it to run its own, mission-critical Property and Building Management systems at the same time as delivering the security and functionality required by its guests.

Having seen the quality of the solutions Nortel provided for the neighbouring ski dome and shopping mall, Kempinski Hotels chose Nortel and its partner Alpha Data to deliver a fixed and wireless data infrastructure.

The solution

To meet the hotel's requirement for uncompromising network security, Nortel provided the Nortel Threat Protection System. This product enables the hotel to protect its data – and that of guest users – against hackers, attacks, worms and viruses, using intelligent threat analysis to detect, alert, block and report any security events on the network.

In order to cater for the varied networking requirements of its guests, the hotel required two separate access methods. To provide convenient access for leisure visitors and general business guests, wireless networking was provided using the Nortel WLAN 2300 series, which comprises Nortel WLAN Access Point 2330s and the Nortel WLAN Security Switch 2380. For guests with more stringent security needs – government or finance workers, for example – fixed-line access was provided using the Nortel Ethernet Routing Switch 5510, which delivers high-density Gigabit Ethernet connections.

Another crucial function of the network is to run the hotel's own administrative systems. This involves providing email facilities and connections to the Kempinski International internal infrastructure for up to 150 members of back-end staff, as well as supporting the hotel's mission-critical Property Management systems, Point of Sale system, in-room guest Infotainment systems and Building Management system to name a few.

To ensure the 24-hour network availability and business continuity required by these systems, Nortel provided a terabit cluster based on the Nortel Ethernet Routing Switch 8600.

“We wanted an unusually sophisticated system – one that would meet the increasingly complex needs of our business and our guests without overtaxing our IT resources. That is precisely what Nortel delivered – high-quality functionality at a competitive price.”

**> Michael Hessler,
General Manager,
Kempinski Hotel, Mall of
the Emirates**

The unique switch clustering technology ensures active resilience, delivering a highly robust yet uncomplicated solution that ensures no single component failure is able to impact critical applications or services. Using the Nortel Ethernet Routing Switch 5520, the hotel is also able to benefit from Power over Ethernet.

Because of the relatively small size of its IT department, the hotel also wanted the network to be simple enough to manage without having to expand its team. Nortel and Alpha Data collaborated on the network design to ensure end-to-end central management, enabling the hotel to benefit from an industry-leading network that is easy to configure and manage.

Michael Henssler has nothing but praise for Nortel's commitment to the project: "Nortel has behaved more like a partner than a vendor, working closely with Alpha Data to offer a valuable end-to-end service."

The results

With the new network in place, the hotel is making an important contribution to the luxury leisure experience delivered by the Mall of the Emirates.

The powerful network allows the hotel to cater for the needs of all its guests. Each room has highly secure fixed and wireless network connectivity satisfying the specific requirements of both holiday guests and business users. The hotel can also offer a number of other services, including interactive TV, IPTV and online gaming, and is also fully IP-ready, set to offer new services such as IP telephony to both guests and staff.

In terms of fulfilling the networking demands of the business itself, the solution provides a solid, reliable platform for running all the hotel's crucial applications – including reservations, billing, internal accounting, digital signage and fire announcements – 24 hours a day.

Staff benefit from Gigabit connectivity to the desktop as well as a high level of availability, which enables them to work without disruption, whilst the IT department benefits from an infrastructure that is simple to manage.

The availability of the network is one of its star features, as Michael Henssler comments: "Since the hotel opened, we have experienced absolutely no downtime and there have been no issues with data availability – clear proof that Nortel offers the most reliable solution on the market."

Further, because Nortel is committed to interoperability, the solution integrates with the hotel's other systems including bespoke applications and its PABX.

Finally, the Gigabit connectivity and Power over Ethernet enables the hotel to anticipate the future needs of its clientele, preparing the way for the launch of further value-adding services such as IPTV (which is currently under implementation).

Michael Henssler concludes: "We wanted an unusually sophisticated system – one that would meet the increasingly complex needs of our business and our guests without overtaxing our IT resources. That is precisely what Nortel delivered – high-quality functionality at a competitive price."

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