



RADISSON BLU HOTEL

With an appealing central location, striking design and expert hospitality, the Radisson Blu Hotel in Doha makes an obvious choice among hotels in the area. Its 583 guest rooms and suites showcase intriguing styles from clean-lined contemporary to classic Arabic. The Radisson Blu Hotel in Doha is an accommodation befitting the world’s richest city.

CHALLENGES

With a limited number of IT resources, Radisson Blu Hotel was looking for a converged solution to meet guest’s expectations by upgrading internet services in all rooms and public areas.

Radisson Blu Hotel wanted to offer all guests free internet access, and introduce one touch service button telephones to all rooms.

The hotel needed a reliable system that would be trouble free, and most importantly, provides future scalability.

The maintenance staff wanted to be connected with Wi-Fi phones offering a full deskphone experience.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent OmniSwitch™ 9700E Chassis LAN Switch

Alcatel-Lucent OmniAccess™ 6000

Alcatel-Lucent OmniTouch™ 8118 WLAN Handset

Alcatel-Lucent IP Touch™ 4018, 4028, 4068

WHY ALCATEL-LUCENT ENTERPRISE

Alcatel-Lucent Enterprise was able to demonstrate to the hotel the features they were looking for, which included stability, ease of use, reliability, future scalability and affordability in terms of total cost of ownership. Alcatel-Lucent Enterprise was the only supplier that had a full end-to-end converged solutions portfolio that is specific to the hospitality industry. In addition to that, Intercol Dyarco also offered complete turnkey solutions for converged network.

Location: Doha, QATAR

Vertical: Hospitality

Number of users: 1200+

Deal implementation: 2013

Business Partner: Intercol Dyarco



BENEFITS



TECHNICAL

The IP infrastructure enables the hotel to add new features and applications that are relevant to the business, when they are needed. Radisson Blu Hotel’s centralized solution provides a clear view of IT operations. The platform is easy to use, stable and reliable, and provides wireless access with good upload and download speeds.



FINANCIAL

Alcatel-Lucent Enterprise provided an affordable and stable platform with future scalability, which allows the hotel to optimize their costs. Radisson Blu Hotel now enjoys an infrastructure with low OPEX.



USER EXPERIENCE

Wireless internet access running throughout the hotel creates a BYOD platform for guests. On top of this, housekeeping staff can be connected on the move.



“We realized that not only would we be integrating and deploying something that needed to fit today’s requirements, but also those coming in a few years. There will always be ad hoc requirements, and it is good to know we have a solid platform in which we can always add applications to.”

Mr Huzefa Hussain, IT Manager, Radisson Blu Hotel.