

Hospitality customers

Success stories



eBook

Alcatel-Lucent 
Enterprise

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If hotels were living organisms, technology would be the nervous system. As an integral part of every aspect of the guest experience, technology can modernize guest services, increase operational agility, reduce unnecessary costs and provide hoteliers with guest intelligence.

This eBook presents a number of successful hospitality technology strategies chosen by some of our customers. Just as each guest experience is unique, so too are the technology strategies available to meet their demands. Some hotels focused on mobility and implemented high speed wireless access to deliver connected rooms.

Other hotels improved operational efficiency at the front desk, back office, in mobile teams and reservation centers. In each case, success was achieved with the network goal to deliver the promised guest experience and stay ahead of the game.

Learn more about the Alcatel-Lucent Enterprise Hospitality Solutions. [Click here.](#)

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
UNITED ARAB EMIRATES

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Emirates Palace

Innovates with the first mobile guest application in the Middle East

This five star palace that showcases the magnificence of Arabian culture, wanted to improve its mobile guest services by creating an innovative and efficient application that would offer all of the hotel services on guests' smartphones.

“In the Gulf region, Voice over IP services are mainly blocked. But with this application, we are providing the opportunity for guests to communicate within the hotel, and most importantly to communicate with their family members.

MEHMET AKDENIZ
DIRECTOR OF IT & IV, EMIRATES PALACE

PRODUCT LIST

- Alcatel-Lucent Mobile Guest Softphone
- Alcatel-Lucent OpenTouch® Session Border Controller
- Alcatel-Lucent Enterprise Professional Services



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
PORTUGAL

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Savoy Saccharum Hotel Resort and Spa

delivers a superior guest
experience in Madeira

This outstanding four star hotel situated in the splendid Portuguese island of Madeira needed a unified, reliable and secure network that could support high performance wired and wireless internet for their guests and staff.

“We have created a stand-out guest experience, thanks to the Alcatel-Lucent Enterprise solution. Going forward, we will take advantage of the network’s flexibility to expand hotel services over IP.”

RICARDO NASCIMENTO
HOTEL DIRECTOR

PRODUCT LIST

- Alcatel-Lucent OmniSwitch® 6860E
- Alcatel-Lucent OmniSwitch 6250 Stackable Fast Ethernet Switch
- Alcatel-Lucent OmniPCX® Enterprise Communication Server



The full
success story



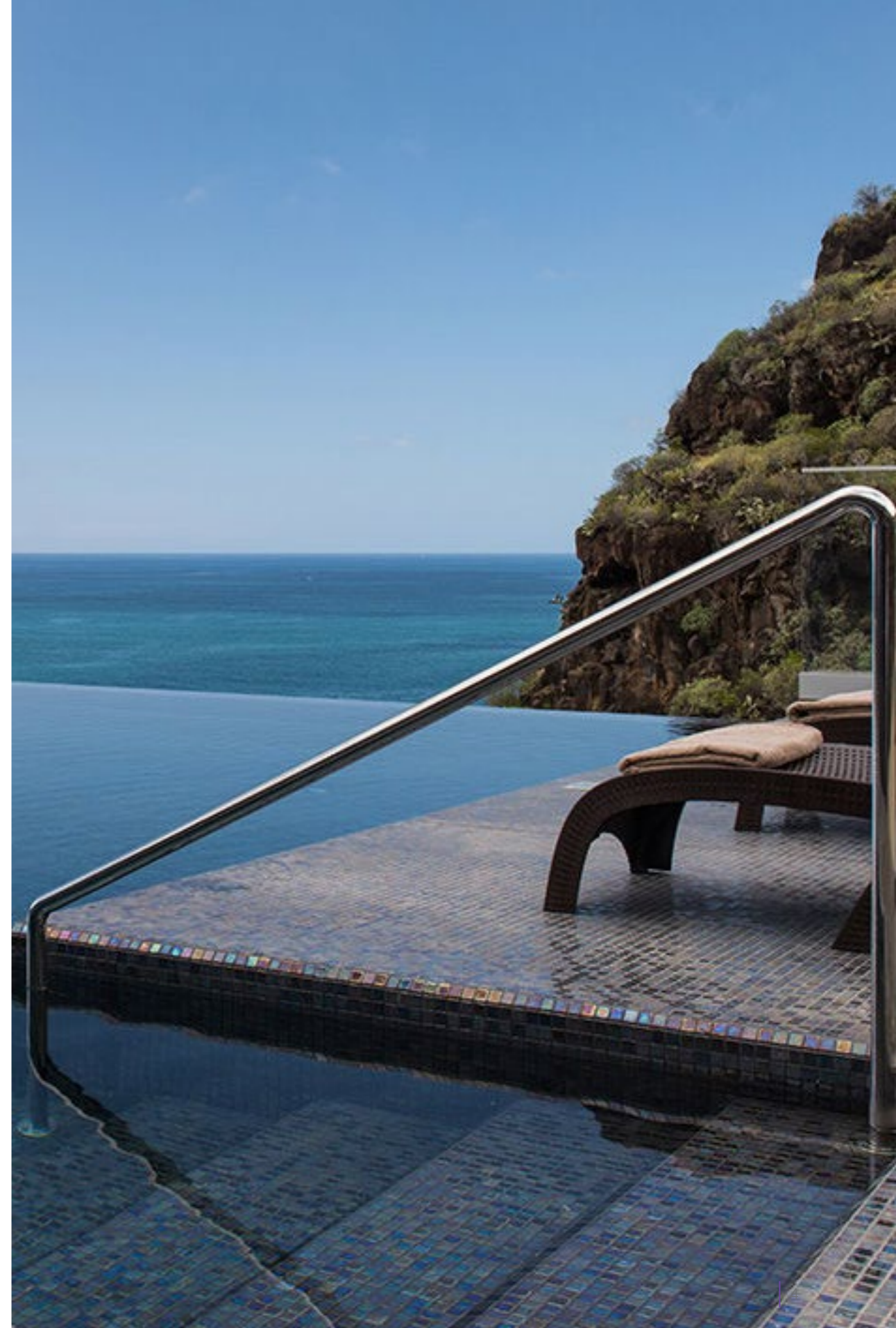
Customer
testimonial



Solution
video



Customer
reference



Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
SWEDEN

SOLUTION:
MOBILITY AND WIRELESS ACCESS



The Winery Hotel launches end-to-end mobile guest experience

The Winery Hotel, a new hospitality project in Sweden, with 184 rooms and conference facilities, wanted to adopt a BYOD mobile guest application to enhance the winery and hotel guest experience.

“We offer all hotel services on mobile guest devices: guests can make calls, make reservations for dinner or guided wine tours and tasting. We launch special offers before guests arrive, and connect with them after their departure.”

CAROLINE OSTMAN
GENERAL MANAGER, THE WINERY HOTEL

PRODUCT LIST

- Alcatel-Lucent Mobile Guest Softphone
- Alcatel-Lucent Enterprise Professional Services



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
UNITED STATES

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Winn Hotel Group

implements the first mobile application for hotel services

Winn Hotel Group owns, runs and develops several different types of hotels. They decided to go mobile and needed an application to allow guests to access and call hotel services directly from their mobile devices.

“If I were to describe Alcatel-Lucent Enterprise with a few words, I would probably say solution-orientated, efficient and easy to work with.”

ANDERS JUNGER
CHIEF EXECUTIVE OFFICER, WINN HOTEL GROUP

PRODUCT LIST

- Alcatel-Lucent Mobile Guest Softphone
- Alcatel-Lucent Enterprise Professional Services



The full success story



Customer testimonial



Solution video



Customer reference

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
QATAR

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Radisson Blu Hotels & Resorts connects guests travelling in the heart of the thriving Doha metropolis

The most sophisticated and stylish hotel of the Radisson Blu chain needed one solution that would enable guest BYOD and employee mobility via high speed wireless access in all 583 rooms, suites, 10 meeting rooms and hotel spaces.

“We realized that 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.”

HUZEFA HUSSAIN
IT MANAGER, RADISSON BLU HOTELS & RESORTS

- PRODUCT LIST**
- 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



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
MOROCCO

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Mogador Hotels

combine pure Arabic-Andalusian style with innovative amenities

The Mogador Hotel chain includes 11 hotels, ranging from the Appart Hotel category to the luxury five-star Palace. It needed to improve the collaboration between employees and offer optimum guest connectivity.

“We consider ALE as our partner, since the company has a thorough understanding of our business sector and knows how to anticipate our requirements by proposing a reliable and scalable offer.”

KHAOULA ABDELLAOUI
DIRECTOR OF FINANCE & ADMINISTRATION, MOGADOR HOTELS

PRODUCT LIST

- Alcatel-Lucent OmniAccess AP93H
- Alcatel-Lucent OmniAccess 4005
- Alcatel-Lucent OmniSwitch 6250 Stackable Fast Ethernet Switch
- Alcatel-Lucent OmniSwitch 6850E Stackable Fast Ethernet Switch
- Alcatel-Lucent OmniPCX Enterprise Communication Server



The full success story



Customer testimonial



Solution video



Customer reference

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY: **QATAR** | SOLUTION: **MOBILITY AND WIRELESS ACCESS**



Al Rayyan's

luxurious five star hotels offer reliable Wi-Fi access everywhere

Al Rayyan Hospitality, Qatar's leading hospitality development and management company, needed a stable, reliable and cost-effective solution for easier system management.

"ALE gives great support in Qatar, this is why we decided to go with Alcatel-Lucent Enterprise, to get something for our guests and our administration which is not just reliable but problem-free."

SAEED REHMAN
CLUSTER IT MANAGER, AL RAYYAN HOSPITALITY

- PRODUCT LIST**
- Alcatel-Lucent OmniSwitch products
 - Alcatel-Lucent OmniPCX Enterprise Communication Server
 - Alcatel-Lucent OmniTouch 8082 My Instant Communicator Phones



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY: FRANCE | SOLUTION: MOBILITY AND WIRELESS ACCESS



Palladia Hotel

provides a flawless guest experience with seamless, efficient Wi-Fi

The Palladia Hotel is an independent four-star hotel with 90 rooms and suites, an amphitheatre, an auditorium, meeting rooms, a bar-lounge and a gourmet restaurant. They wanted to offer guests high-density Wi-Fi access with a new guest portal that could be fully integrated with the existing communications system.

“This was not an ordinary redesign project. We approached the migration of the Palladia Hotel Wi-Fi network as a business project. We needed to deploy in record time and support future needs without interrupting existing systems. The Alcatel-Lucent OmniAccess® Stellar Wi-Fi Access Points provided the fundamental advantage for choosing this solution.”

JEAN-FRANÇOIS GRILHAULT DES FONTAINES
OPERATIONS MANAGER, ECM NOMADE TECHNOLOGIE

PRODUCT LIST

- Alcatel-Lucent OmniAccess® Stellar 1251 Wireless Access Points
- Alcatel-Lucent OmniSwitch® 6350 Gigabit Ethernet LAN Switch



The full success story



Customer testimonial



Solution video



Customer reference

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
SWITZERLAND

SOLUTION:
MOBILITY AND WIRELESS ACCESS



Astra Hotel Vevey

enhances first-class guest experience with first-class connectivity

Located in Vevey on the shores of Lake Geneva, the Astra Hotel provides warm hospitality and a “home away from home for travelers and business guests alike. As part of its ongoing efforts to continuously enhance the guest experience, the hotel needed to replace its legacy guest Wi-Fi service with a future-proof, high speed solution. Together, Alcatel-Lucent Enterprise and swisspro Solutions deliver modern, reliable guest Wi-Fi using Alcatel-Lucent OmniAccess® Stellar Access Points.

“Today’s guests are increasingly connected and expect access to fast, reliable connectivity wherever they go. To continue providing a world-class level of service, we needed to replace our existing Wi-Fi service to provide a modern, high quality offering to guests.”

CHRISTOPHE MING
GENERAL MANAGER, ASTRA HOTEL

PRODUCT LIST

- Alcatel-Lucent OmniAccess® Stellar Wireless Access Points



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
US AND UK

SOLUTION:
CONNECTED GUESTROOMS

 Dorchester Collection

The Dorchester Collection

upgrades their communications system, redefining their guestroom experience

The Dorchester Collection's luxury five-star hotels redefine their guest experience by offering advanced bedroom control and improved emergency response time.

“Alcatel-Lucent enabled us to put together what we felt was a very good comprehensive package that enabled our customer to control their room from the handset.”

MARK CAMPBELL
CHIEF INFORMATION OFFICER, THE DORCHESTER COLLECTION

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniVista 8770 Network Management System
- Alcatel-Lucent Emergency Notification Server
- Alcatel-Lucent OmniTouch 8450 Fax Software, IP Touch 4068
- Alcatel-Lucent OmniPCX Record Suite
- Alcatel-Lucent OmniTouch 8082 My Instant Communicator Phone
- Alcatel-Lucent Professional Services



The full success story



Park Lane customer testimonial



Beverly Hills/Bel Air Hotel Customer testimonial



Solution video



45 Park Lane customer reference



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COUNTRY:
AUSTRALIA

SOLUTION:
OPERATIONAL EFFICIENCY



Accor Hotels Pacific unveils new cloud and occupancy-based solution

Accor Hotels Pacific is the largest hotel chain in the region. For its new hotel opening they required a cloud solution with hospitality-adapted licensing, featuring total mobility and a seamless wireless experience.

“Alcatel-Lucent Enterprise came up with a fantastic offer and a licensing model that suited us all: it was a win-win.”

PAUL SMITH
INFORMATION AND GUEST TECHNOLOGY DIRECTOR,
ACCOR HOTELS PACIFIC

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OpenTouch Enterprise Cloud



The full success story



Customer testimonial



Solution video



Customer reference

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
SPAIN

SOLUTION:
OPERATIONAL EFFICIENCY



Hotel Palacio de Iván Tarín

perfectly combines tradition
and innovative services

The 17th-century Spanish house needed to improve call resolution, as well as guest and employee connectivity over the entire hotel, backed by high wireless intrusion protection.

“The staff using the system is seeing an essential difference with connection speed and customers enjoy the quality of the video-conference system.”

JOSÉ MARIA CHURRUCA
HOTEL MANAGER, PALACIO DE IVÁN TARÍN

PRODUCT LIST

- Alcatel-Lucent OmniPCX Office Rich Communication Edition



The full success story



Customer testimonial



Solution video



Customer reference



Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
ESTONIA

SOLUTION:
OPERATIONAL EFFICIENCY



Noorus Spa

combines famous comfort
with pure customer service

Newly built in 2014, the Noorus Spa Hotel is located on the gorgeous Estonian seashore. It's main objective was to have a modern operating management system which improves hotel tasks.

“This voice transmission system meets our requirements and allows us to provide highly efficient services to our customers.”

POLINA NADELYUEVA,
PROJECT MANAGER, NOORUS SPA HOTEL

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication
- Alcatel-Lucent 4039 Digital Phone
- Alcatel-Lucent 4019 Digital Phones



The full
success story



Customer
testimonial



Solution
video



Customer
reference

COUNTRY:
ITALY

SOLUTION:
OPERATIONAL EFFICIENCY



Locanda dell'Arte connects travelers anywhere

Locanda dell'Arte, a lovely four-star Italian hotel with 30 suites and a spa, wanted to install wireless Internet access in each room and throughout the property to meet the evolving needs of its guests.

“Thanks to the Alcatel-Lucent Enterprise solutions, Locanda dell'Arte adopted a unique telephone system to meet all our communication requirements.”

MARIA PALUMBO
OWNER, LOCANDA DELL'ARTE

PRODUCT LIST

- Alcatel-Lucent OmniPCX Office Rich Communication Edition
- Alcatel-Lucent OmniAccess AP103
- Alcatel-Lucent OmniAccess AP93



The full success story



Customer testimonial



Solution video



Customer reference



Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
ITALY

SOLUTION:
OPERATIONAL EFFICIENCY



The Tulip Inn Padova completely renews its telecommunications infrastructure

This three-star hotel offering quiet and affordable accommodation in Padua, wanted to renew its telecommunications infrastructure to provide better customer service and facilitate employees productivity.

“The ALE Hospitality solution proposed by Eti System, during the hotel communication infrastructure renewal, improved the general user services and our infrastructure.”

NADIR SARIKURT
GENERAL DIRECTOR, TULIP INN PADOVA

PRODUCT LIST

- Alcatel-Lucent OmniPCX Office Rich Communication Edition
- Alcatel-Lucent 8028 Premium Deskphone
- Alcatel-Lucent OpenTouch Conversation® for iPhone, Android and Window Phone (SMB)



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY: AUSTRALIA | SOLUTION: OPERATIONAL EFFICIENCY

ESCARPMENT GROUP

Blue Mountains Collection Of Luxury Escapes

Escarpment Group achieves consistent communication across its hotels

The Escarpment Group showcases a unique collection of luxurious escapes. They wanted to install a central reservation system that could handle bookings for all properties from a single front desk.

“We have incorporated SIP for all properties with different redundancy options so that we have a robust system that can handle different outage occurrences. We have call center software for our central reservation system which has helped us capture more business and improved customer service.”

RICARDO NASCIMENTO
HOTEL DIRECTOR

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniVista® 8770 Network Management System
- Alcatel-Lucent Premium Deskphones



The full success story



Customer testimonial



Solution video



Customer reference



Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
AFRICA

SOLUTION:
OPTIMIZED NETWORKS



Holiday Inn Mauritius

offers multi-device connectivity for their contemporary travelers to enjoy

Opened in December 2013 at the Mauritius International Airport, the Holiday Inn hotel needed to introduce an innovative and intuitive management system to improve employee productivity and reduce expenses.

“The seamless integration of all services under one entity makes it easy to manage and also ensures perfect integration of all systems.”

PATRICE BINET-DÉCAMPS
PROJECT DEVELOPMENT EXECUTIVE,
HOLIDAY INN MAURITIUS AIRPORT

PRODUCT LIST

- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniSwitch 6400 Stackable Gigabit LAN Switch



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
SPAIN

SOLUTION:
OPTIMIZED NETWORKS



RIU Hotels and Resorts

implements ease of management of virtual environment

Originating from a small holiday firm in Mallorca, Riu Hotels and Resorts needed to optimize performance, accelerate access to data with the ultimate goal of improving the user experience.

“The reason we chose Alcatel-Lucent Enterprise for our data solution is because they came up with a comprehensive solution.”

MANUEL RAMIREZ MARTINEZ
CHIEF TECHNOLOGY OFFICER, RIU HOTELS & RESORTS

PRODUCT LIST

- Alcatel-Lucent OmniSwitch 10K Modular LAN Chassis (x2)
- Alcatel-Lucent OmniSwitch 6400 Stackable Gigabit LAN Switch
- Alcatel-Lucent OmniSwitch 6250 Stackable Fast Ethernet Switch



The full success story



Customer testimonial



Solution video



Customer reference

Emirates Palace	Savoy Saccharum Hotel Resort & Spa	The Winery Hotel	Winn Hotel Group	Radisson Blu Doha	Mogador Hotels	Al Rayyan	Palladia Hotel	Astra Hotel Vevey	The Dorchester Collection	Accor Hotels Pacific	Hotel Palacio de Iván Tarín	Noorus Spa	Locanda Dell'Arte	The Tulip Inn	Escarpment Group	Holiday Inn Mauritius	RIU Hotels and Resorts	White Swan Hotel	Souq Waqif Boutique Hotel
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COUNTRY:
CHINA

SOLUTION:
OPTIMIZED NETWORKS



White Swan Hotel

in China embraces innovation after extensive renovation

Reopened in July 2015, the renowned five-star White Swan Hotel looked for a converged solution to offer new services such as mobility, multimedia and collaboration for improved efficiency and guest experiences.

“The hotel’s network has improved tremendously. We consider Alcatel-Lucent Enterprise to be our primary choice for other similar projects.”

ZHANG HAO PING
PROJECT MANAGER, WHITE SWAN HOTEL

PRODUCT LIST

- Alcatel-Lucent OmniSwitch 9700E Chassis LAN Switch
- Alcatel-Lucent OmniSwitch 6850E Stackable LAN Switch
- Alcatel-Lucent OmniSwitch 6450 Stackable LAN Switch
- Alcatel-Lucent OmniVista 2500 Network Management System



The full success story



Customer testimonial



Solution video



Customer reference

COUNTRY:
QATAR

SOLUTION:
OPTIMIZED NETWORKS

فنادق سوق واقف
SOUQ WAQIF BOUTIQUE HOTELS

Souq Waqif Boutique Hotels

centralize voice and data network
for strong connectivity

Souq Waqif Boutique Hotels, a collection of luxury boutique hotels based in Doha's most traditional market place needed a centralized and converged network to provide their guests with non-stop connectivity.

"I already knew that Alcatel-Lucent Enterprise products are much more reliable than the competition. They also know hospitality needs very well and have strong experience in this field."

KUMAR PROMOD,
IT MANAGER, SOUQ WAQIF BOUTIQUE HOTELS

PRODUCT LIST

- Alcatel-Lucent OmniSwitch 6250
- Alcatel-Lucent OmniSwitch 6450
- Alcatel-Lucent OmniSwitch 6900
- Alcatel-Lucent OmniSwitch 9800
- Alcatel-Lucent OmniPCX Enterprise Communication Server
- Alcatel-Lucent OmniAccess Access Points



The full success story



Customer testimonial



Solution video



Customer reference



We are ALE. With global reach and local focus, we deliver purpose built networking and communications for hospitality to drive immersive, real-time engagement. Everyday, we help you connect with your clients by delivering technology that works for your hotels, resorts and cruise lines.

<https://www.al-enterprise.com/en/industries/hospitality>

