



Palladia Hotel

provides a flawless guest experience and high satisfaction rate with seamless, efficient Wi-Fi connectivity throughout the hotel.



Alcatel-Lucent Enterprise and ECM Nomade Technologie work together to support guest mobility and connectivity requirements with the Alcatel-Lucent OmniAccess® Stellar Access Points.

Customer Story
PALLADIA HOTEL

MARKET: HOSPITALITY
DEAL IMPLEMENTED: SEPTEMBER 2019

COUNTRY: FRANCE
COMPANY: PALLADIA HOTEL

Alcatel·Lucent 
Enterprise

Palladia Hotel, an independent four-star hotel in Toulouse, combines luxury, comfort and design in its 90 spacious rooms and suites, 285-seat amphitheatre, 400-seat auditorium, 16 meeting rooms, cozy bar-lounge, and 180-seat gourmet restaurant.

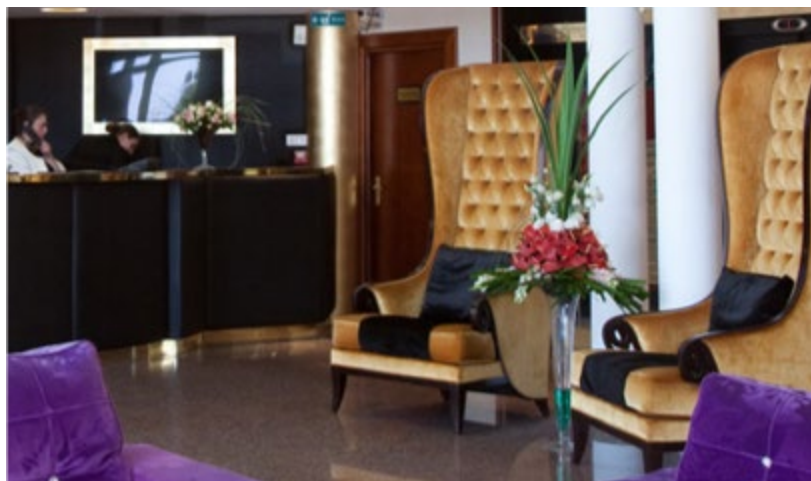
With many guests coming and going daily, ensuring a flawless guest experience with a high satisfaction level was a top priority. The Wi-Fi connection needed to meet guest mobility and connectivity demands including uninterrupted connectivity and interference-free video streams. The solution also had to support specific uses for conference rooms, as well as the amphitheatre, while addressing the high demand for bandwidth. To address these requirements, the hotel renovated its network to deliver more efficient, fluid, secure and high capacity Wi-Fi.

Stellar, unparalleled ease of deployment

ECM Nomade Technologie, a network and telecom integrator in the French Toulouse region, and a long-standing provider for the Palladia Hotel, conducted an audit to benchmark quality, price and efficiency. As a result Alcatel-Lucent Enterprise was identified for its expertise and the OmniAccess Stellar technology was selected for the project.

Alcatel-Lucent OmniAccess Stellar WLAN is singular in its architecture, intelligence and its automation to make Wi-Fi technology less complex to configure and deploy. It can accommodate many devices using IEEE 802.11ac Wave 2 access points for speeds up to 2.34 Gbit/s.

The OmniAccess Stellar intelligent radio management architecture automatically distributes the guest connections load to the access points with the highest frequency and accessibility. This mechanism guarantees access to a maximum number of users at optimal bandwidth quality throughout the hotel's WLAN network.



CHALLENGE

Palladia Hotel wanted to offer guests high-density Wi-Fi access with a new guest portal that could be fully integrated with the existing communications system.

PRODUCT

Alcatel-Lucent OmniAccess® Stellar Wireless Access Points

SOLUTION

Mobile Campus

“ 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 objective was to deliver 1 Giga fiber and high-density Wi-Fi access with a new guest portal, in collaboration with existing communications systems. The solution needed to provide efficient connectivity, with an enhanced experience, to all guests and employees. 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

An exceptional connectivity experiences

Alcatel-Lucent Enterprise solutions offer optimal connectivity to cover connections for the rooms and common spaces, for 300 people in the amphitheatre and 400 people in the Opera Theatre using a network of 30 indoor and outdoor Stellar 1221 and Stellar 1251 access points on an Alcatel-Lucent OmniSwitch® 6350.

“We appreciate the quality of the work, particularly with regard to the performance of the equipment and services selected. The Wi-Fi experience is not only seamless for all Palladia guests who can now watch video streams without interference, it also enables us to enhance the conference and entertainment facilities experience. These spaces are now available for other more specific purposes such as video conferencing or accessing online quizzes. We receive positive feedback from guests, such as: *Great, we can even stream!*”

– Elodie Davoust, Communications Officer, Palladia Hotel

“The implementation of a more efficient Wi-Fi solution allows us to offer an exceptional connectivity experience to very diverse and often demanding local and international guests. Alcatel-Lucent Enterprise has provided us with real added-value through its collaboration with ECM Nomade Technologie. Our guests can access the Internet anywhere in the hotel and we can promote our offers using privacy respectful data collection.”

– Georges Miatto, owner of the Palladia Hotel

Rapid and intuitive deployment of the Stellar access points has reduced the installation time, service interruption and guest disruption. The hotel can now implement a high-performance solution to build guest loyalty through Wi-Fi coverage coupled with guest data collection.

With simplified management and the ability to implement advanced digital services such as video conferencing, online quizzes and custom promotions, Wi-Fi is also becoming a revenue generator.

“One of the major challenges for hoteliers is to make the right decision for their digital transformation. With communications solutions that are perfectly suited for the hotel sector, such as the Alcatel-Lucent OmniPCX® Enterprise, Rainbow CPaaS – Communications as a Service and Wi-Fi connectivity from our OmniAccess Stellar access point range, ALE help hoteliers achieve their objectives and digital transformation, retain and attract new guests, while reducing costs and improving results.”

– Jean-Philippe Lenot, Regional Sales Director Hospitality market, ALE

Benefits

TECHNICAL

The Alcatel-Lucent OmniAccess Stellar WLAN solution integrates perfectly with existing infrastructure and offers ease of deployment.

Scalability makes it easy to anticipate the increase in the number of users - both guests and employees - in the coming years.

FINANCIAL

Wi-Fi allows the hotel to grow its business facility revenues by increasing the conference room capacity. It also helps build guest loyalty with essential features, such as ease of use, speed and reliability.

GUEST EXPERIENCE

Exceptional connectivity for diverse and demanding tourists and business guests, both local and international.

