

RIU HOTELS & RESORTS

CUSTOMER INFORMATION

- Founded in Mallorca by the Riu family in 1953 as a small holiday firm, the company specialises in primarily all-inclusive holiday resorts. RIU Hotels & Resorts now welcome over 3.2 million guests a year RIU is currently the world's 30th ranked chain, one of the Caribbean's most popular and the fourth largest in Spain.

CHALLENGES

- Wanted to improve user experience
- Required high availability data centers
- Wanted to improve access to data and therefore optimize performance

PRODUCTS, SOLUTIONS AND SERVICES

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

BUSINESS AND TECHNICAL BENEFITS

- As the solution was already pre-configured before installation, migration was a very quick and successful process
- Ease of management of a virtual environment



“The first reason we chose Alcatel-Lucent for the core network solution was because the proposal they made put forward a comprehensive solution. By that I mean that it had a whole series of functionalities that we thought Riu needed. That was the first reason, another was that it was within the budget we had.”

- Manuel Ramírez, CTO, Riu Hotels & Resorts, Mallorca

DEAL FACTS AND FIGURES	CUSTOMER DETAILS
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- Deal won: January 2013
- Deal implemented: April 2013
- Business Partner: BC Sistemas

- Location: Mallorca, Spain
- Vertical: Hospitality
- Number of users: 107 hotel in 19 countries