

Sanabel Al Khair Hotel

A new hotel in Mecca with exceptional guest experience

“With the simple, powerful and fully converged solution from Alcatel-Lucent Enterprise, we are glad to offer our guests top-of-the-line connectivity and services to make their stay more comfortable.”

Salim Al Sahafy, Business Unit Manager

Sanabel Al Khair is a new five-star luxury hotel in Mecca, Saudi Arabia, owned by the International Islamic Relief Organization. The hotel tower comprising of 25 floors with 800 guest rooms, is located centrally next to the Holy Mosque in Mecca city. The hotel is spread over a land area of 2696 m² and has two parking levels, restaurants, conference halls, a prayer room, a service roof and other sophisticated facilities.

CHALLENGES

The new five-star hotel was looking for a vendor capable of delivering a fully converged networking and communication solution.

In addition to being built with the hospitality environment in mind, the solution needed to be future proof, highly resilient, scalable, fully redundant and easy to manage.

The hotel wanted to offer a wide range of services to enhance the guest experience and maintain customer loyalty while keeping operating costs low.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX® Enterprise Communication Server
 Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
 Alcatel-Lucent OmniSwitch® 6450 Stackable Gigabit Ethernet LAN Switch
 Alcatel-Lucent OmniAccess® Stellar AP1101H
 Alcatel-Lucent OmniVista® 8770 Network Management System
 Alcatel-Lucent 8028 and 8068 Premium DeskPhones

WHAT MADE THE DIFFERENCE?

Alcatel-Lucent Enterprise faced tough competition when trying to convince all involved stakeholders to go with ALE. However, ALE’s proposed solution design met the hotel’s technical requirements completely. In addition to the attractive solution offered the level of engagement and support demonstrated by ALE and the channel partner 4Axis throughout the bidding process helped overcome the challenges.

> TECHNICAL BENEFITS

The converged network provides the IT team with real-time insight and greater control over network status and operations.

Operations are simplified with LAN and WLAN solutions managed from a single platform that offers the same configuration experience.

The scalability and built-in redundancy ensure continuous network connectivity, today and tomorrow.

> FINANCIAL BENEFITS

The OmniSwitch 6900 provides an optimally sized core with lower total cost of ownership (TCO) compared to a traditional modular switch. This single vendor converged solution significantly reduces the hotel’s overall maintenance costs as well.

In addition, the hotel benefits from a lifetime hardware warranty.

> USER EXPERIENCE BENEFITS

With the high-performance OmniAccess Stellar WLAN solution, guests enjoy a premium connected experience throughout the hotel.

Connected hotel staff respond to the needs of guests more effectively while high-end phones in the room provide a luxurious experience for premium guests.

Customer Story

MARKET: HOSPITALITY
 DEAL IMPLEMENTED: DEC 2018

COUNTRY: SAUDI ARABIA
 NUMBER OF USERS: 1000+

COMPANY:
 SANABEL AL KHAIR HOTEL