EVOLUTIVE SOLUTIONS FOR A FAST GROWING NETWORK

SOUQ WAQIF BOUTIQUE HOTELS

Souq Waqif Boutique Hotels are ten luxury 5-star small to mid-sized hotels nestled in the impressive backdrop of the historic Souq Waqif. Each hotel is equipped with state-of-the-art amenities, and delivers a unique and authentic Qatari experience.

The hotels welcome international customers, on business or tourism trips, all year round.

CHALLENGES

Initially, each hotel had a separate system. With the implementation of new hotels in the Souq Waqif, it became necessary to have a centralized voice and data network.

Wi-Fi access is also expected by the customers of the hotels. Therefore, fast and reliable connections needed to be provided.

It was also very important to take into account the expansion of the existing network in order to provide evolutionary solutions.

PRODUCTS AND SERVICES

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

WHY ALCATEL-LUCENT ENTERPRISE

Souq Waqif Boutique Hotels' IT Director was convinced that Alcatel-Lucent Enterprise products would be the most reliable, based on his previous experience with this vendor.

In addition, Alcatel-Lucent Enterprise proved they have a deep knowledge about the needs of the hospitality sector, which is a great asset when helping to design bespoke solutions.

Location: **Doha, QATAR**

Vertical: **Hospitality**

Number of users: **400 employees**

Deal implementation: **10 hotels from 2007 to 2014**

Business Partner: **Intercol Dyarco**

BENEFITS

TECHNICAL

The reliability of the new system means that management and support is much easier than it was in the past.

FINANCIAL

Only two IT people are now needed to manage the whole network, which provides sustainable savings in the maintenance costs.

USER EXPERIENCE

Wi-Fi access is now provided to all the customers of the hotels, everywhere and all the time.

"I had worked with Alcatel-Lucent Enterprise in a previous job in Africa and 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 Pramod, IT Manager, Souq Waqif Boutique Hotels.

Alcatel·Lucent Enterprise