

# South Palms Resort & Spa Panglao - MGallery Collection

Luxury resort in the Philippines delivers seamless guest experiences across an expansive 6-hectare property

“The project’s horizontal layout made it clear that HPOL was the optimal solution. After extensive due diligence, we identified ALE as the ideal technology partner for their robust solutions and exceptional pre- and post-sales support. Together with their delivery partner NERA, ALE demonstrated a seamless, professional approach. Combined with ALE’s Wi-Fi infrastructure, we’ve created an outstanding connected guest experience.” Terence Ronson, Founder and Managing Director, Pertlink

Nestled across 6 hectares of the pristine white sands of Panglao Island, South Palms Resort Panglao - MGallery Collection stands as a symbol of refined island luxury—where authentic Filipino hospitality meets world-class comfort. With 188 rooms and suites designed to blend elegance with tropical charm, every guest moment is thoughtfully crafted, from the warm welcome at check-in to unforgettable evenings by the shore. Guided by a deep commitment to hospitality excellence, the resort delivers flawless service and personalized experiences that capture the essence of true island warmth. This newly developed resort wanted to establish a strong digital foundation that could help deliver a memorable guest experience.

## CHALLENGE

With its expansive grounds and multiple facilities, the resort required a digital backbone that could match its scale and ambition. The network needed to anticipate high data demands from both guest services and back-of-house operations. A modern, scalable and reliable technology solution was essential to ensure uninterrupted connectivity, enhance guest and operational efficiency and reduce Total Cost of Ownership (TCO) to support long-term sustainability and value.

## ACTION

Working closely with the property owner and Pertlink, the appointed technology consultant, ALE provided expert guidance and strategic insights that shaped the network design. The resort recognized the value of ALE’s Hospitality Hybrid POL (Passive Optical LAN) and WLAN solutions, along with its ability to deliver a full turnkey offering under a single brand—a unified approach that gives ALE a strong advantage for future opportunities in core network and telephony infrastructure. The collaboration laid the foundation for a scalable, efficient and future-ready network that supports operational excellence and enhanced guest experiences.

## PRODUCTS AND SOLUTIONS

[Hybrid Passive Optical LAN \(HPOL\)](#)  
[OmniSwitch 6360 Stackable Gigabit Ethernet Switch](#)  
[OmniAccess Stellar Access Point 1301H-RW](#)  
[OmniAccess Stellar Access Point 1311-RW](#)  
[OmniAccess Stellar Access Point 1360 Series](#)

## RESULTS

### Technical Benefits

- Ease of network management with powerful and user-friendly management systems
- HPOL architecture over a fiber optic backbone will ensure high-speed, reliable, scalable network coverage across the resort
- Alcatel-Lucent OmniAccess® Stellar Access Points built to withstand extreme temperatures and challenging environments, ensuring stable connectivity across outdoor spaces like beaches, pools and gardens

### Financial Benefits

- Reduced TCO compared to traditional LAN setups, optimizing performance and long-term value
- Reduced installation and maintenance costs through HPOL architecture with less cabling and active equipment

### User Experience Benefits

- Wi-Fi technology provides seamless connectivity for guests with internet speed to a maximum theoretical throughput of up to 9.6 Gbps and reduced latency up to 75%
- OmniAccess Stellar Wi-Fi system supports WPA3 encryption for enhanced protection against hacking and data breaches
- Easy deployment of in-house hospitality applications that elevate guest experiences and increase efficiency for back-of-house operations

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## Customer Story

MARKET: HOSPITALITY  
IMPLEMENTED: DEC 2024

COUNTRY: PHILIPPINES

COMPANY:  
SOUTH PALMS RESORT &  
SPA PANGLAO -  
MGALLERY COLLECTION

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