Hotel Savoy Palace

Integrated communications and networking provide a superior guest experience.

"Alcatel-Lucent Enterprise delivered the communications infrastructure to enable us to provide our guests with a unique user experience, as well as facilitate our digital transformation."
Francisco Carneiro, IT Director

The new Hotel Savoy Palace, a 5-star luxury hotel in Madeira, offers 352 hotel rooms and 190 apartments. It provides state of-the-art hospitality technology, offering guests the ultimate sophisticated experience. All guest rooms are equipped with high speed Wi-Fi Internet, the latest TV technology, multimedia wall outlets, automatic blinds and shades, among other amenities. Guests can also enjoy the Savoy Palace meeting and conference facilities which can accommodate up to 1400 people.

CHALLENGES

The customer wanted the right network infrastructure to support their present requirements. They also wanted to have the capability to easily evolve toward their goal of an innovative hotel and provide differentiated digital guest experiences, through value guest applications and high standard smart rooms.

PRODUCTS

Alcatel-Lucent OmniPCX® Enterprise Communication Server
Alcatel-Lucent OmniSwitch® 6900 Stackable LAN Switch
Alcatel-Lucent OmniSwitch 6450 Stackable LAN Switch
Alcatel-Lucent OmniAccess® Wireless Access Points
Alcatel-Lucent OmniVista® 2500 Network Management System

WHAT MADE THE DIFFERENCE?

Alcatel-Lucent Enterprise has a strong reputation in the hospitality industry, including the luxury segment. From a technology perspective ALE provided converged voice, LAN and WLAN technology. Working directly with the ALE team and maintaining regular contact with the hotel representatives has been key to the success of the project.

> TECHNICAL BENEFITS

Complete converged solution including voice, LAN and WLAN and comprehensive network management, to meet all of the hotel requirements. It also provides IoT enablement capabilities and allows the creation of new service offerings through a communication platform as a service (CPaas).

> FINANCIAL BENEFITS

Alcatel-Lucent Enterprise is a one-stop-shop vendor for all of the technology.The telephony and network management systems permit the customer IT team to perform the day-to-day operations in an autonomous manner.

> USER EXPERIENCE BENEFITS

Alcatel-Lucent Enterprise solutions for Hospitality enable innovative guest experiences, provided by easy new feature adoption, and integration with different devices and platforms.

Customer Story

MARKET: HOSPITALITY
DEAL IMPLEMENTED: APRIL 2019
COUNTRY: PORTUGAL
NUMBER OF USERS: 1400
COMPANY:
HOTEL SAVOY PALACE

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DID19101101 (October 2019)