

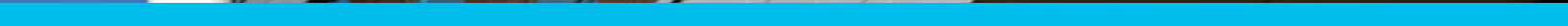


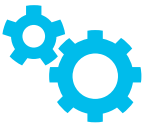
CISCO

Customer Stories



WORLDHOTEL
WINGS





Industry

Hospitality



Size

450 properties

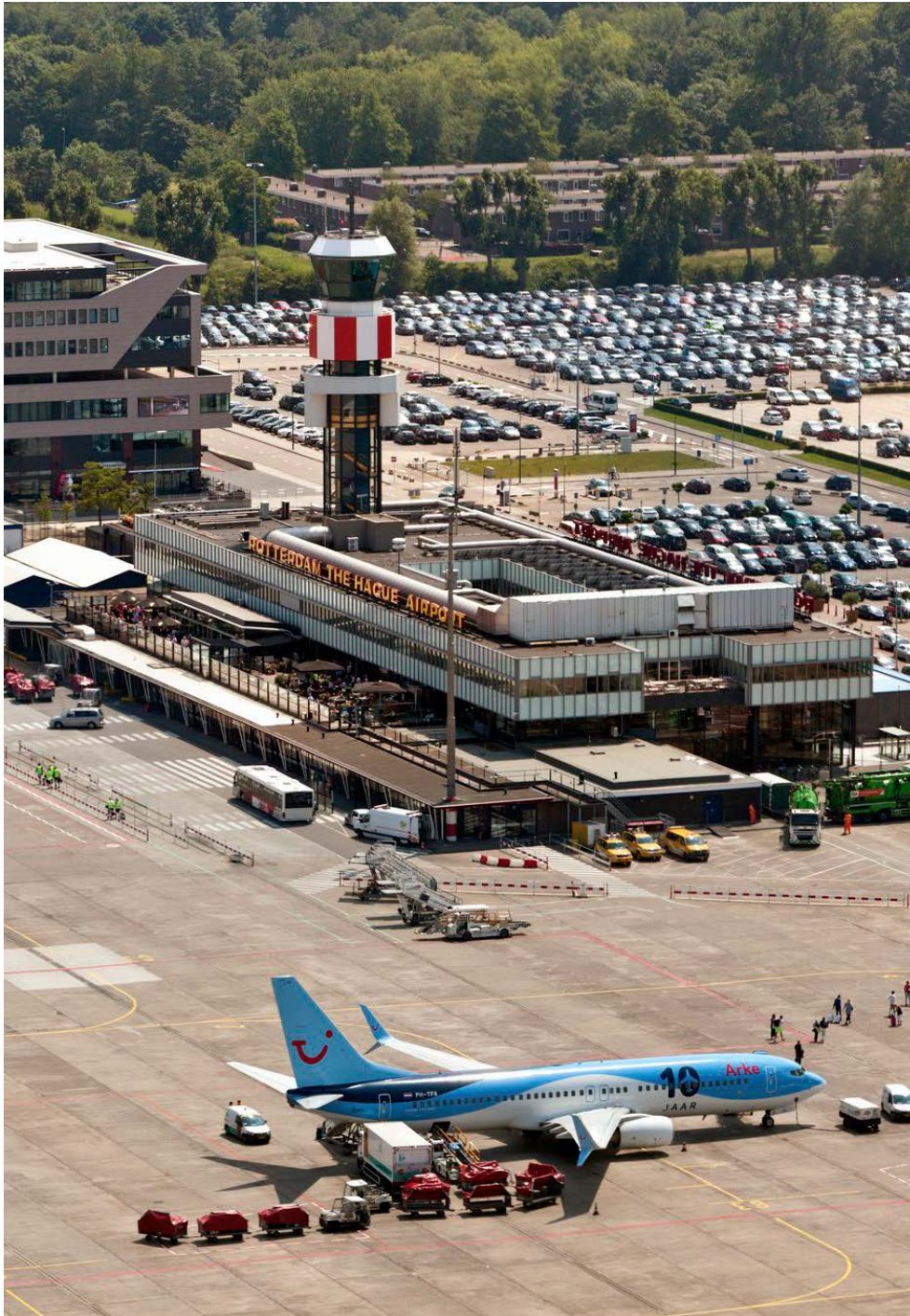


Location

Rotterdam, Netherlands



Worldhotel Wings



Imagine if a hotel could think for itself.

For the business traveller, Rotterdam International Airport is one of the world's most pleasurable transport experiences. Calm, easy and welcoming.

When you reach the taxi rank and ask to be taken to Worldhotel Wings, you'll doubtless be greeted by a smile as the driver looks to his right and points. It's not the first time he's been asked this.

Worldhotel Wings is no more than 50 metres away and just 15 minutes from the center of Rotterdam.



Vision

Building towards the future

Ten years in planning and development, Worldhotel Wings opened its doors in 2015. Though not built, it was perhaps the most important ten years of the hotels life.

It was after all, during this period that the vision for this thoroughly modern and future facing hotel took shape. A vision that when it came to fruition, was home to every last amenity, detail and comfort that the modern business traveller could wish for.



Solution

- Network Data Security Wi-fi Hotspot & Mobility
- Workplace & Collaboration
- IP TV & VOD
- AV & Digital Signage
- CCTV & Access Control

- Local IT services for IPTV, CCTV, Key-room systems, Digital
- Signage/NarrowCasting
- Remote access for suppliers and 3rd parties
- IT support, 24x7



Understanding



“ There is no hospitality like understanding.

Vanna Bonta
Italian-American writer and actor

Staff & infrastructure

“There is no hospitality like understanding.”

It’s a very human trait, a fact that hasn’t passed The Worldhotel Wings by.

As a result the staff have a wonderfully calm and welcoming demeanor. Their smiles are genuine and their style of service is at ease and with an understated confidence.

The hotel facilities are endless and yet seamless. It’s as though a guest can move between their room, meeting room, conference centre, gym, restaurant and bar without so much as a thought or a step check. It’s all very smooth.

At the heart of the hotel is its technology. But like everything else, it works so effortlessly well, you hardly notice it. Isn’t that the best kind?

For the business traveller who needs to be connected without a second thought, The Worldhotel Wings is a done deal.



Partners

Knowing your customer

The process in choosing the right technology partner was as rigorous as any carried out across the planning of the hotel. Again, it came back to *“There is no hospitality like understanding.”*

‘Understanding’ the technology required to run a top hotel and ‘understanding’ the technology your guests require.

In fact, Worldhotel Wings took this one step further; ‘understanding their customers better through intelligent technology.’

Finding the right partner

The hotel reached out to some of the world’s biggest names in technology networking and services. Each responding with compelling cases. However, it became increasingly apparent that Cisco had the edge.

“ Whatever our request, no matter how challenging, Cisco were able to provide the answer.

Berry Gerretsen
Director, Worldhotel Wings





Intelligence

Common sense has never been so intelligent

Today, Worldhotel Wings has a system that's perfect for the hotel and perfect for their guests.

From a commercial perspective, the hotel has an infrastructure that is managed by one partner. Opposed to the multiple partners who traditionally would manage their part of the system in isolation, which when something went wrong could be a minefield in terms solving. The knock on effects of which could be costly, both in time and money, and a huge inconvenience to the hotel guest who could remain offline for extended periods.

Budgeting in such a situation was near on impossible.

Conversely, Worldhotel Wings has an infrastructure that is designed, installed and managed by Cisco. It is both robust, scalable and cost effective.

The state-of-the-art system means budgeting is possible, to the penny. Through an integrated cloud system every aspect of hotel life, from bookings to inventory, conferencing to data management is securely managed.



Such an intelligent system offers a clarity that means the Worldhotel Wings can be more proactive towards the requirements of its guests. Right down to specific food preferences, preferred travel arrangements, room preference and how they wish to do business.

Understanding how a guest uses the hotel means the hotel can better provision for the long term across all areas, all of which benefits the bottom line and ultimately, the quality of the guest experience.



Today



The spoilt guest of today (and rightfully so)

The hotel guest of today has grown to expect a certain level of service and technology when they visit. Though comfort is a priority, so too is the ease at which they can connect and operate as though they are at home.

To have to think about connectivity, be it for business or pleasure even once, is to think about it once too often.

At Worldhotel Wings, every last detail has been thought of before. It's partnership with Cisco, they are able to deliver this.



Video



Infographic

For more information visit
www.cisco.com/go/hospitality

Learn More



We were searching for the right systems to create an infrastructure that would make us ready for the future.

Berry Gerretsen
Director, Worldhotel Wings



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