



“With the new solution, there is a learning curve, but since this is a global solution, our guests are used to seeing the same interface to get connected in all IHG hotels, minimizing their need for assistance. Our scores have benefited, our local help desk has seen fewer complaints, and of course having Hospitality WiFi available 24/7 is a great advantage to our front desks – anything our local staff can’t address, we know Hospitality WiFi will resolve.”

Orlando Urbina
Corporate IT Manager

OVERVIEW

Multiple hotels under the IHG flag are owned by Real Hotels and Resorts:

- Real Intercontinental Santo Domingo
- Real Intercontinental Costa Rica at Multiplaza Mall
- Real Intercontinental Real Guatemala
- Real Intercontinental Tegucigalpa at Multiplaza Mall
- Real Intercontinental San Pedro Sula at Multiplaza Mall
- Real Intercontinental Managua at Metrocentro Mall

REQUIREMENTS

- HSIA needed to be upgraded to meet new IHG brand standard

SOLUTION

- Cisco Meraki hardware

BENEFITS

- HSIA now meets brand standard
- Group has a single provider for HSIA and support for all of its properties

Luxury Hotel Group Needed Standards-Based HSIA Across Properties

A group of luxury hotels under the IHG flag in several Latin American countries needed to upgrade their HSIA solution to meet newly-established brand standards. Real Hotels and Resorts group was also opening a new property in Santo Domingo, and the timing was perfect to launch the updated solution across all of their properties, but there were as yet no certified HSIA partners for LATAM.



Orlando Urbina, the corporate IT manager, needed a partner with the expertise not only to handle the supply and installation of the standards-based solution, but also to provide Real Hotels and Resorts with support and a help desk for their guests for many years to come. Based on the experience of other IHG hotels, he knew just where to look.

Hospitality WiFi serves hotels in the US and 14 other countries and is still expanding. Urbina says, “We knew the #1 approved HSIA partner for IHG in the USA was (and still is) Hospitality WiFi, so we approached CEO Jason Szuch, who said he could do it without hesitation. Right there, we knew we had found our partner, not only for Santo Domingo, but for the rest of our properties in the region as well.”

Per the IHG standard, all of the hotels had to be fitted and licensed with only Cisco Meraki hardware, including gateway, switches, and access points. There were several challenges, the most important ones being economical and technical. On the business side, the required investment for each hotel was a high dollar amount, and the need to buy across multiple different countries in the region had the potential to make the cost even worse. Hospitality WiFi was able to supply Urbina with a simple price list that he could apply to every hotel, no matter where it was located, not only simplifying the whole process, but also saving the group at least \$300,000 once all properties were fitted with the new solution.

On the technical side, the group needed their HSIA partner to understand all of the intricacies of the Meraki hardware and be able to set it up according to the standard, as well as to provide guest support for the solution and maintain updates (such as firmware) to keep the solution working throughout its lifetime. Since Hospitality WiFi has extensive experience with the overall IHG Connect process, including the installation of Cisco Meraki equipment, and is one of only two Meraki Hospitality Partners that have a CMNP certification, they were able to handle the needs of Real Hotels and Resorts, helping them comply with the brand standard, saving them money, improving their HSIA scores, and keeping their guests happy.

Advising other hotels in the same situation, Urbina noted, “Before you decide to invest this much in your HSIA solution, do your homework and research who’s got the best scores across vendors worldwide. Don’t assume you will get a better service and results from your local or regional vendor, as that might not be the case. Make sure to compare apples to apples; the cheapest proposal is not necessarily the best, and you could find yourself having invested in a solution that doesn’t work, requiring you to invest more to patch it to comply.” Of the project, Urbina said, **“I can’t reiterate enough that working with Hospitality WiFi was pretty simple. They took care of the whole deployment from A to Z and saved us a lot of money in the process.”**