

## **Cisco Network Provides InterContinental Singapore Guests with Pervasive In-Premise Broadband Internet Access**

*Hotel working on deploying hospitality applications over new network infrastructure.*

InterContinental Singapore is a preferred choice for business travelers and tourists alike, offering superior hospitality and equipped with facilities aimed at making each guest's stay an enjoyable and fruitful one.

In late 2002, true to its total commitment to customer service, the hotel added Broadband Internet access, thanks to a Cisco end-to-end network solution.

“Wired access is available in guestrooms and suites and wireless access in the lobby and Club lounge. Both wired and wireless access is available in function rooms, said Systems Manager Jason Lee.

“Access speed is more than ten times what we previously provided via dial-up connection. High speed internet access is becoming an expected service and not just an add-on option.

### **Security, Stability uppermost**

InterContinental Singapore sourced the routers, switches and 14 wireless access points for both the wired and wireless complements of the Internet access infrastructure from Cisco. The network was implemented by Cisco systems integrator IPC Corporation in under two months; the company provided the Broadband access software solution as well.

One key criteria the Hotel had during the evaluation phase was security. The overall solution – and in particular, the wireless component – had to be very secure so guests could be assured that their information was protected.

“Of the solutions that we looked at, we found Cisco's to be the most secure and stable. In terms of the number of virtual private circuits that could be handled, Cisco also came out tops.

Said Mr Lee : “We don't want guests to change configurations on their notebooks, so it's purely plug and play”.

### **Future Plans**

Having succeeded in providing guests with swift, hassle-free and secure access to the Internet, InterContinental Singapore now wants to further leverage the network infrastructure it has put in place.

“With the wireless capability that we already have, any expansion of the coverage will involve just adding more access points. On the software side, the solution we chose meshes with our Property Management System and we're looking at adding functionality for bill-checking, on-demand video, room service ordering and so on,” said Mr Lee. “We're also examining Tablet PC-type devices, which hold the potential to minimize check-in/check-out time for our guests.”