



The Customer

Our client is one of London's leading independent hotel groups, providing accommodation, hospitality and events services. Britannic Technologies was awarded the contract to install a telecoms system in the client's newest hotel, which at this point was still a building site.

Information technology plays a major role in enhancing the hotel's guest experience. IT requirements are forever developing as guests seek video conferencing, video streaming and access to hosted services in addition to telephone and TV.

Requirements & Objectives

The contract was to provide the telephony infrastructure for the new hotel. It involved installation of a large data server, telephony, data for the back office and wireless access points, as well as fixed and wireless internet connections, IP TV and interface to the minibar system in the 450 bedrooms.

The client's business development is organic; developing sites from scratch, rather than by acquisition and the Group takes complete responsibility for the full building contract. They welcomed support from Britannic as the experts in telephony.

One of the key requirements of the project was flexibility with ability to change at speed. Project management tools were implemented which were easily understandable by the customer with straightforward, concise documentation provided.

Interface to suppliers

Britannic's area of responsibility was installation of telephony and data equipment. This however could not be done in isolation as other suppliers were dependent upon the telephony and data equipment. Britannic provided the interface with suppliers of the guest room phones, the mini bars and the TVs.

Britannic worked with cabling companies and contractors, as well as builders, to ensure that power, lighting, plastering, flooring and much more were all in place at the required time in the project.

Managing the detail

The client allocated a room in the building to be the hub of the communications centre. They then handed over responsibility to Britannic to define the full detailed specification of the room, even to the extent of determining where the cables entered the building, the air conditioning requirements and organising security on site for the delivery of £500,000 of equipment.

The Britannic project team looked after the installation of 200 access points that covered the bedrooms, main reception areas and the function rooms in the basement. They liaised with a third party to ensure a local node from a cellular provider was installed to give mobile coverage throughout the hotel, including the basement.

Flexible by design

The network designed by Britannic's project team was designed to be both robust and flexible in order to meet the client's strategic development plans. This was of great value when, seeing the comprehensive nature of the network, the client decided to run its CCTV through the network.

Relationships with suppliers

Our client is a firm believer in developing relationships with its suppliers. Through working with Britannic the relationship has developed into a powerful partnership and they are now working together on establishing the requirements for the next hotel project.