

# The personal touch

**The Yeatman Hotel**, located in the historic city of Oporto, northern Portugal, opened its doors last year to considerable acclaim. Chief executive officer Adrian Bridge tells *Hotel Management International* how **Nonius'** cutting-edge in-room entertainment platform has enhanced the guest experience while reflecting the hotel's unique brand.

## How did the partnership between Nonius and The Yeatman Hotel come about?

**Adrian Bridge:** We were looking for a supplier that could understand our needs. We wanted to produce an integrated solution that would be forward-looking, not only giving guests TV and wireless internet access, but also data port accessibility for their hand-held devices.

## What factors were considered when tailoring Nonius' state-of-the-art entertainment platform to The Yeatman's understated and stylish comfort?

We reviewed the sample put together by Nonius, who were responsive to our ideas and requests. This produced a collaborative relationship that allowed us to rely on Nonius' know-how – a very important factor since we are an independent operator and therefore do not have in-house expertise.

One of our biggest concerns was how to highlight the hotel logo on all the TV screens in order to increase the brand experience. This was a challenge that we overcame thanks to the flexibility of the NiVo platform. The GUI (Graphical User Interface) was designed to reflect the hotel's brand for each LCD screen.

We also wanted to provide the best guest experience by meeting requirements for different guest profiles. We were certain that NiVo offered content and entertainment for both business and leisure guests of all ages, and allowed them to use the system in their native language.

## In your opinion, what else does the NiVo system add to the guest experience?

The Yeatman Hotel operates in the luxury segment, so we wanted to provide our guests with a superior, flexible and easy-to-use in-room entertainment system in order to transform their stay into a unique experience.

NiVo is installed in every room, with a flat screen LCD display, which welcomes guests with a personalised message on the TV screen. Moreover, they have their own inbox where they can check messages from the hotel. Guests are also able to access a wide range of international TV channels, online radio channels, games and the very latest Hollywood releases and blockbusters. NiVo also incorporates public information such as flight schedules, weather updates and the latest news.

One of the system's major applications is the fully-featured web browser, which allows guests to access the internet from the TV. This is ideal for business and leisure guests travelling without a laptop. For those who bring their own devices, NiVo's



The Plug & Play function allows guests to connect their personal devices to the hotel's TV screen.

set-top box has an integrated access point, which provides wireless internet access.

It's also worth mentioning that NiVo's Media Hub adapter integration offers seamless connectivity through a Plug & Play solution, which connects to personal devices such as laptops, smartphones, MP3 players and video cameras.

## How does the software reflect the hotel brand?

The Yeatman Hotel is setting a new level of guest experience in many areas – software is as important to today's guest as a good restaurant, maybe more so.

We want to transform the stay at The Yeatman Hotel into a unique and unforgettable experience. NiVo has certainly contributed to this by providing a five-star in-room entertainment experience. By providing this distinctive service, we hope to increase guest satisfaction and encourage loyalty.

## What additional technological support and service does Nonius offer to The Yeatman Hotel?

We entered into this looking for a long-term partner who could continue to help and guide us.

We now have an established partnership with Nonius, which guarantees both client and technical support to ensure hassle-free operation of the system.

## What has been the feedback from guests who have utilised Nonius' Plug & Play technology?

While there have been some inevitable teething problems, the feedback from guests has been largely positive. They are always impressed when they discover they can connect their personal devices to the TV. For example, leisure guests can plug in their digital or video camera to view their photos or watch videos of their holiday in Oporto before they return home. ■

### Further information

Nonius  
[www.noniussoftware.com](http://www.noniussoftware.com)

The Yeatman Hotel  
[www.the-yeatman-hotel.com](http://www.the-yeatman-hotel.com)



# Product showcase

## Multi-talented in-room entertainment



Loewe's innovative Connect range pushes the concept of connectivity to its very limits.

It's been three years since Loewe set a major trend for the entire consumer electronics industry with the first smart TV, Loewe Connect. Right from the outset, Connect pushed the concept of connectivity to its very limits, by interlinking several multimedia applications.

Now, Loewe is taking this line to a new level. With the integrated Loewe MediaNet, the free internet browser with hundreds of internet applications, hotel guests can access the online world directly from their television set. In addition, guests can attach a personal MP3 player, view holiday photos and obtain information from the internet.

The progressive Connect design has been given a luxurious finishing touch with a high-quality contrast filter panel. Backlighting with modern Edge LED technology allows excellent contrast while consuming little energy.

### Further information

Loewe  
www.loewe-int.de

## Box of tricks

NiVo is a state-of-the-art, in-room entertainment platform. It combines TV and radio channels, video-on-demand, internet access, signage and a broad selection of games, all accessible through a remote control and wireless keyboard.

Hotels with NiVo provide their guests with a full HD experience accessible through a user-friendly and fully customisable guest user interface.

Access to the latest Web2.0 content is just a few clicks away. NiVo features a fully functional



The NiVo is a fully integrated, energy-efficient entertainment platform.

integrated web browser, giving hotel guests access to Facebook, YouTube XL, Messenger and more. In addition, the platform offers guests access to a wide variety of information and complementary services, allowing them to book a tennis court, go shopping or check flight schedules from the comfort of their own rooms.

NiVo provides hotel guests with a high throughput, broadband wireless internet experience. Seamless PMS and video-on-demand integration ensures that hotels can leverage their existing investment in IT infrastructure.

Mounted behind the television and completely fanless, the NiVo set-top box is designed to be unobtrusive and, like all Nonius products, it is constructed with energy efficiency in mind.

### Further information

Nonius Software  
www.noniussoftware.com

## Full control at your fingertips



IcyHot solution, Electrolux's unique Ref-freezer base.

With more than 70 years of experience in producing modular cooking and now a market leader in productivity and energy efficiency with outstanding innovation, Electrolux offers extreme power, simplicity and sustainability.

In response to the changing needs of the foodservice market, Electrolux presents the XP range, its new and improved selection of high performance modular cooking, featuring the 900XP and the 700XP.

The experience of five generations of chefs and a passion for innovation and sustainability have enabled the company to provide high-performing, easy-to-use and cost-effective equipment that every professional chef can trust.

One of the most interesting features of the new XP range is the Ref-freezer base. This unique function has been designed according to chefs' needs. The 900XP Ref-freezer base is the only base that can store food at any temperature.

The named IcyHot solutions combines two innovative functions: the unique Ref-freezer base with the hi-productivity XP PowerGrill<sup>HP</sup>, and the XP Fry Top<sup>HP</sup>. The Ref-freezer base can be set as a refrigerator or freezer

at temperatures of between -20°C and +10°C; it can be installed below most of the top appliances and it is suitable for high productivity environments. It is also possible to combine the Ref-freezer base with either the XP PowerGrill<sup>HP</sup> or XP Fry Top<sup>HP</sup> for full flexibility in the kitchen.

The XP range is the only way to have everything you need to cook your favourite food without the need to move.

### Further information

Electrolux Professional  
Email: [foodservice@electrolux.com](mailto:foodservice@electrolux.com)  
[www.electrolux.com/foodservice](http://www.electrolux.com/foodservice)

## The ultimate spin experts

Electrolux Professional's new range of tumble dryers, the T5000 series, has been developed with quality, useability and efficiency in mind, taking into consideration the hospitality industry's need for speed and first-class results.



T5000 dryers have an average life span of 30,000 cycles.

In hotels, reducing the time spent on the cleaning and drying process while still achieving the best results is extremely important. Electrolux Professional is well aware of this fact, which is