



VICTORIA CROWN PLAZA HOTEL Case Study



"The Internet on TV is really interesting! Each time we take a potential client on a tour and we tell them they can actually surf the net on the TV, they always find it very amazing."



Brain Shittu, Hotel IT Manager
of Victoria Crown Plaza Hotel

The customer

Victoria Crown Plaza is a jewel in the heart of Victoria Island's business district, in Lagos, Nigeria. Lagos's finest boutique hotel boasting 49 well-appointed luxury full service rooms. Victoria Crown Plaza offers travelers and business travelers alike a tranquil environment, where they can immerse themselves in the luxury of this and of tasteful African elegance.

The challenge

The hotel wanted to fulfill the need to improve the guest entertainment experience in the Victoria Crown Plaza Hotel; plus the previous infrastructure was a legacy analog coax system, where each room required a non-centralized and unmanaged STB. They were in search of a centralized and easy to managed technology solution that could keep the guests entertained in-room with a variety of different and interesting options. Mr. Brain Shittu, VCP Hotel IT Manager, explains: *"Basically I am a kind of person that believes in technology and exploring new ideas, above all I wanted to enhance our guest experience."*

THE SOLUTION

Nonius together with UnoTelos, a Nonius Certified System Integrator, based in Lagos, Nigeria, developed a solution to Victoria Crown Plaza Hotel. The interactive TV system from Nonius, was installed in all the 49 rooms providing guests a HD experience through Samsung TV screens.

Guests are able to use the system in their own language and have access to a range of international TV Channels, Video-on-Demand, Inbox messages sent from the hotel, corporate hotel channel with a presentation of its amenities, online radio channels, public information, games and much more entertainment.

Mr. Brain Shittu is very happy with the results: " "Now with the NONIUS.TV platform our entertainment system is managed directly from the server room. In addition, the entertainment offering can be changed on the fly; reducing our maintenance effort while improving the guest experience" .

Internet on the TV and via wireless

Guests also benefit from Internet access available on the TV through a full-featured web browser. The solution provided also includes wireless keyboards to facilitate the web navigation on the TV but, for guests who prefer the traditional Internet access service, NONIUS.TV solution also provides Wi-Fi Internet access as the set-top box has an integrated access point.

Hotel Branding and Promotion on TV

One of the major concerns of the hotel was to reinforce its hotel's brand identity via the in-room TV. This was easily accomplished due to NONIUS.TV GUI (Graphical User Interface) which is fully customized. Now, all screens presented to the guests communicate the hotel's unified corporate image.

RELEVANT FACTS:

Local: Nigeria
Stars: 4
Rooms: 49
Nonius Solutions: Interactive TV
TVs: Samsung Full HD
Network: UTP Infrastructure

Features:

- ✔ Wide range of international TV channels
- ✔ Video on Demand
- ✔ Internet on the TV
- ✔ Wireless in the room for personal devices
- ✔ Online Radio Channels
- ✔ PMS Hotel Integration
- ✔ Personalized Welcome Message
- ✔ Inbox messages
- ✔ Games
- ✔ Public Information



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