

# TIARA PARK ATLANTIC LISBOA & TIARA PARK ATLANTIC PORTO - Case Study



*"Nonius internet access solution is very easy to manage and responds to the needs of our hotels and guests. Now we have the ability to decide what type of service to offer, charged by time, bandwidth, data or free of charge. "*



Artur Fernandes,  
IT Project Manager - Tiara Portugal

## The customer

Tiara Hotels & Resorts Group owns 8 hotels spread across France, Belgium, Portugal and Cape Verde. From reinvented castles to palaces that are given a new lease on life, the Tiara Hotels & Resorts collection offers a universe of new sensations for its guests comfort and wellbeing. At a Tiara hotel or resort guests discover a new concept of luxury marked by sophistication and revelation; a luxury that can be seen and felt in every feature and detail.

In Portugal, the group has two 5-star hotels, which recently acquired Nonius' Internet access solution: the Tiara Park Atlantic Lisboa and the Tiara Park Atlantic Porto.

## The challenge

As Mr. Artur Fernandes, IT Project Manager - Tiara Portugal, explains, the hotels were seeking a new solution that would allow them to independently manage and control the services offered such as: the ability to define Internet rates and manage bandwidth and traffic: *"Our previous Internet service provider was good, but the problem was that we were completely dependent on them to change Internet rates. In addition, we did not have a solution to adjust the amount of bandwidth that we wanted to offer our guests."*

## THE SOLUTION

Nonius deployed its Internet access solution in both hotels, providing complete wireless coverage for each hotel. In the guest and meeting rooms, guests may choose to access Internet by a cable as well. The main features to highlight are the option to define Internet packages, integration with the hotel PMS system, and the fully customizable hotel-branded Login Portal. What's more, the solution allows the Hotel to meet its legal/regulatory requirements by providing a registry for all internet sessions.

### Hotelier is in control

The Tiara hotels manage the system independently, and Internet packages are definable by time, bandwidth, data, or may provide services free of charge. The advantage is the hotel earns revenues exclusively without 3rd party agreements; as a result, the internet service becomes a new source of revenue. The hotel staff can easily manage the system through the user-friendly, web based, management interface, where they can define and generate their own reports.

Compatible with mobile devices (laptops, smartphones, tablets, etc.)

Now more than ever, guests are increasingly using smartphones and tablets. In many cases, guests may be accessing the network with multiple devices in a single stay! This places new challenges on hotel's internet infrastructure, which can have a significant impact on the quality of service and experience (QoS/QoE). In order to meet the new challenges, the Nonius' internet access solution provides both a seamless and zero-configuration connection to the Internet for the mobile devices, in addition to its Internet management features.

#### RELEVANT FACTS:

Location: Portugal

Hotels: 2

Stars: 5

Rooms: 560

Nonius Solutions: HSIA

Wi-Fi Access Points: HP

PMS: Micros Fidelio

#### Key Features:

- ✔ Wireless and Wired Connectivity throughout the hotel
- ✔ High-speed Internet Access
- ✔ Zero configuration Client Access
- ✔ Compatible with mobile devices
- ✔ Meet legal obligations (Lawful interception)
- ✔ Login Portal customization with hotel branding
- ✔ Different billing options regarding bandwidth speed, time, data limitation
- ✔ Seamless PMS integration
- ✔ Hotel earns internet revenue exclusively
- ✔ Remote monitoring, maintenance and support



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