



MELIÁ BRAGA HOTEL & SPA Case Study



"Nonius is an excellent partner and has proven its pre-eminence in the field of hospitality technology. The company has been supporting the Meliá Braga from the initial implementation. As in the past, Nonius continues to be our partner by providing maintenance service and technical support for the entire infrastructure."



Delfim Filho, Operations Director, Northern Portugal - Meliá Hotels International. Delfim Filho has over 20 years of experience in the hospitality industry, which eights were spent at the Meliá Hotels International Group.

The client

Melia Braga Hotel & Spa is a modern and sophisticated 5-star hotel that serves the city of Braga and the North Portugal region. The Hotel is located near University of Minho and the Iberian Nanotechnology Center, which are just five minutes away from the city center and financial district. The Melia Braga exemplifies modern architectural styling and décor. The Hotel features three VIP floors, a well-appointed garden bar, a modern spa and an entire floor exclusively for meetings and conferences. Melia Braga Hotel is ready to host any major event or festivity.

The challenge

In 2010, the Meliá Braga Hotel selected Nonius to deliver an integrated communications and multimedia system providing TV, Internet access, Digital Signage and Telephony services. For Meliá Braga, a key business factor was collaborating with a vendor that was capable of both deploying and maintaining a state of the art digital communication system for guests and the Hotel. Nonius answered this challenge and implemented a single network infrastructure based on IP technology. The converged Nonius hospitality platform afforded the hotel an opportunity to acquire a solution at reduced investment expenditure. Moreover, the IP technology enables the service offering to evolve in order to meet the future needs of the Hotel and its guests.

THE SOLUTION: 100% IP - Internet, interactive TV, Telephony and Digital Signage

Nonius planned, developed, and implemented a 100% IP communication system on behalf of the hotel. The Nonius solution provides services such as television, movies, public information, Internet access and voice- all through a single network infrastructure. An optical fiber backbone interconnects the floors, and IP services are distributed to in-room over Cat 6a cabling. The end result is a superior quality of experience (QoE) that meets the reliability demands of the 24x7x365 hospitality environment; satisfying both of needs of guests and the hotel staff alike.

NONIUS.HSIA

Guests Internet access

Features: 100 Mbps available for guests; Excellent Wi-Fi Coverage in-room delivered from an embedded STB access point; Compatible with Mobile Devices; Providing Cable Internet integrated with the phone; Login Portal featuring the Melia Braga brand and advertisement; Full integration with Hotel PMS; Bandwidth management and control per user and per event.

NONIUS.VOIP

IP Telephony

Features: 300 hospitality grade IP phones; Billing rates defined by PMS; Detailed phone call reporting; Room status updates (e.g. housekeeping and mini-bar); Wake up and Voice Mail; Activation & deactivation of outbound calls from the room on check-in/check-out; Integrated with cost effective technologies: GSM and analog gateways, ISDN lines, PSTN/primary circuits, VOIP and Skype.

NONIUS.TV | PREMIUM

Interactive TV

Features: Access to high quality content including: TV channels, movies, games, Information, Internet and Widgets; Welcome Message & Inbox; Corporate & Information Channel; Hotel Services Promotions and Shopping; Room Service; Full integration with PMS; Billing on TV; Express Check-out; Satisfaction survey; All screens branded with Melia Braga Hotel image.

NONIUS.SIGNAGE | MEETING ROOM

Digital Signage

Features: A Real-time agenda for scheduled or ongoing events in meeting rooms; System paired: general display in the hotel lobby & meeting room display with detailed info; An advertisement platform for the event organizers and for the hotel's services; Customized screens showcasing hotel brand image.

QUICK FACTS:

- > Location: Braga, Portugal
- > Stars: 5
- > Rooms: 182 + Conference area for 500 people
- > Nonius Solutions: HSIA, TV, VOIP, SIGNAGE
- > Physical Infra-structure: CAT6a, Switching 3COM-HP & Wireless 3COM-HP
- > TVs: Samsung
- > Telephones: Telematrix
- > PMS: Newhotel



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