

## CASE STUDY

ICN SOLUTIONS // ALOFT PERTH

# Aloft Perth impresses its guests with unparalleled connectivity

Part of Marriott International, Aloft Perth is a stylish new hotel with 224 colourful guestrooms and conference facilities. Designed for global travellers, the hotel promises 'connectivity that keeps up with you' – and with our complete turnkey solution, it has been delivering on this promise from day one of operations.

The backbone of Aloft is smart, integrated technology and a reliable fibre network. Guests have free access to high-speed internet and meeting rooms with state-of-the-art equipment. Our custom-engineered solution also seamlessly integrates wired and wireless networks with bundled devices, property management software, security provisions and room management systems. The interconnectivity of these systems results in greater personalisation of a guest's stay and enhances the efficiency of hotel operations.

## The project

Create a sophisticated hotel network that will support evolving technology and deliver value in both capital and operational expenditure. Aloft also set us three key challenges:

- ✔ Integrate the network with the hotel's data, voice and video services
- ✔ Provide high reliability for uninterrupted hotel operations
- ✔ Ensure the network is easy to deploy, manage and maintain

## Our solution

We designed and installed a bespoke fibre network with the following integrations:

- ✔ **Electronic Security** – CCTV, access control and hotel key systems.
- ✔ **Sound Systems** – Audiovisual, video conferencing, smart room control and background music.
- ✔ **ICT** – Firewalls, switches, unified communications, GPON, UPS, Wi-Fi, servers, room control and automation.
- ✔ **Television** – Digital signage, IPTV platform and guest TVs.

# World-leading technology

Our ICN team of engineers and project managers were the master system integrators for this project. This alleviated the need for Aloft to manage multiple contractors and gave us the ability to holistically design a cutting-edge system characterised by a number of firsts within the hospitality industry:

- ✔ World-first deployment of VingCard Essence locks.
- ✔ The first fully online hotel-locking solution in Australia.
- ✔ World-first integration of Interel Tophotel with a VingCard locking system.
- ✔ Australian-first integration of telephony with Opera PMS.

These class-leading integrations are designed around a reliable fibre network infrastructure that will allow Aloft to continue to innovate and remain at the forefront of hotel technology.



## Systems that work together seamlessly

The following key systems were delivered to enhance operational efficiency and the guest experience.

- ✔ **VingCard Visionline** – An electronic locking system integrated with Interel Tophotel and Opera PMS for programming and door monitoring.
- ✔ **Interel Tophotel** – A sophisticated room management system (RMS) with lighting and temperature control that is integrated into Opera PMS and VingCard Visionline.
- ✔ **Unified Communications** – A telephony solution integrated into Opera PMS to manage guest calls, voicemail, do not disturb, wake-up calls and billing.
- ✔ **Video On Demand** – Guest messaging, bill retrieval, quick checkout, movies and billing delivered over an IPTV platform and integrated with Opera PMS.
- ✔ **Wi-Fi** – High-speed internet connectivity that is fully integrated into Opera PMS.
- ✔ **Mobile Wi-Fi Roaming** – Complete coverage and integration with the Telstra mobile network for voice-over Wi-Fi on select handsets.
- ✔ **Audiovisual** – Function room controls, audio-visual equipment and a high-performance Q-SYS sound system.

With the integration of the systems, Aloft now boasts state-of-the-art technology that sets it apart from its competitors and ensures the hotel operates with maximum efficiency.



Want to know what else is possible with our end-to-end ICN solutions? Contact us to speak with our ICN team on **1300 137 800**