

Hotel SO



Hotel SO is the quintessential example of what is possible when partnerships are created between visionary developers and innovative technology providers. Hotel SO is a new concept in inner-city accommodation that impresses with its state-of-the-art technology, eco-friendly architecture, leading design, convenient facilities, exceptional comfort and a list of unique features, providing for an authentic traveller experience. Through the use of clever technology which aids the guest, Vistagate has enabled Hotel SO to not only possess a competitive advantage in the hotel and accommodation industry, but to be a class leader.

Located in the old Inland Revenue building, in the hub of Christchurch's hospitality and entertainment area, the team at Hotel SO and Vistagate have worked long and hard to create the concept and design the details of this 283-room designer hotel, representing a new generation of hotel that combines state-of-the-art technology and quality service with prices that are unheard of in a CBD hotel. It is eco-friendly, spirited and smart. You create your in-room experience, with leading technology and features that meet the highest standards of service and design. Plug in your iPod or fire up your laptop, and celebrate your enjoyable addiction to cooler-than-cool technology. This recipe for success is proven in the first year of operation, where Hotel SO have experienced 98% occupancy levels.

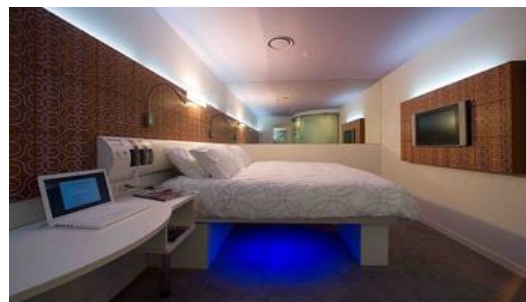
The team at Hotel SO knew that to achieve this success, cutting edge technology would be of the utmost importance.

“Technology would probably be the single biggest piece of the puzzle when it came to making Hotel SO a success. Vistagate managed the entire product. If you speak with the hotel's owners, they note that having someone come in, as Shane and the rest of the Vistagate team did, to project manage the technology of the hotel, rather than each part of it being done separately, definitely made a difference to the smoothness of the integration of the technology and the end success of the systems for both staff and guests.”

Vistagate provided the Ultra Solution to Hotel SO's technological/internet needs, project managing the entire installation of both cabled and wireless high speed broadband throughout the site. Additionally, guests have access to a boardroom, a 20 seat conference room and a 70 seat conference room, which includes the latest in broadband technology and AV equipment. The provision of Mac Kiosks in the computer lobby is proving to be a hit.



Each room is full of smart features including free wireless broadband, flat screen entertainment system, and controllable mood lighting. The revolutionary new flat screen entertainment system, free wireless broadband and VOIP phone means you are connected to the world without breaking the bank. If you want to relax, an MP3/iPod plug-in allows you to listen to your favourite music through in-room speakers. The unique lighting system provides total control of the room ambience, being activated by a sensor when the door opens. This in turn sends information to the central control panel through data cabling to tell the hotels management system that someone is now occupying the room and it switches the control of light, air conditioning and other services to the room. Upon check-in, the room automatically adjusts its temperature from its resting rate of 15 degrees to 18 degrees so that by the time you get to the room, its warmer and when the key card is placed in the slot, you are in control of the rooms' temperature by way of conventional thermostat.



Hotel SO is not complacent at stopping here, and in conjunction with Vistagate, decided to offer very innovative features such as the touch screen virtual concierge, VOIP phone capabilities and the up and coming express automated check-in service. The virtual concierge, available in the lobby or via your in-room entertainment system, will help you make the most of Christchurch, providing a valuable information resource on local attractions and entertainment.



In consultation with Vistagate, Hotel SO elected for a dual option in the provision of phone services. Along with an Alcatel PABX voice over enabled phone system with multi-language capabilities, Hotel So also decided to offer guests a choice of the type of provider they used for outside calls. They plan to have a system up and running by the end of this year that will enable guests to choose which toll provider they wish to use from their room, passing cost benefits onto guests from lower toll cost from the VOIP provider using a SIP protocol trunk. Using the internet to make cheaper calls is not new, but giving the guest the choice is an example of the clever use of existing technologies.

Due to be coming online by the end of the year, the automated check-in kiosk represents the cutting edge in service technology. In addition to standard reception check-in, guests may choose to walk up to the kiosk, follow the screen instructions and be issued with their room key. When they leave they will be able to checkout and gain a receipt using the kiosk. There are also plans to enable the kiosk to provide other functions such as placing food orders from it. The kiosk will make a state-of-the-art addition to the services the hotel offers.

With all the technology in the hotel it had to be robust, easy to use for both guests and staff and re-configurable into the future. Future proofing and being able to adjust the hotels unique blend of technological innovation is essential in order for Hotel SO to take advantage of its unique competitive advantage and to remain a leader in the industry. Vistagate, through the clever use of technology has ensured that this is a reality, allowing new technologies to be incorporated as they come on-line.