

The Hotel Grand Chancellor Christchurch

Hotel Grand
Chancellor
Logo

Throughout Australia, New Zealand, Malaysia and Singapore, Grand Hotels International is known for excellent hotels in convenient locations with extensive meeting and event facilities. The Hotel Grand Chancellor offers the conference delegate, the business traveller or the holiday maker alike, friendly, hospitality and unparalleled service at a value for money price. The hotel offers 176 spacious well appointed rooms and suites with sweeping views over the city and Canterbury Plains to the distant snow capped Southern Alps. With a large corporate client base the Hotel Grand Chancellor realised that without the provision of in-room guest broadband, it wasn't catering for their client's needs. Additionally, as The Hotel Grand Chancellor boasts the largest conference area in the South Island, it was imperative that high speed wireless broadband be available throughout the hotel.

Travellers today are conditioned to expect connectivity not only in their rooms, but also anywhere within the hotel – be it in the restaurants, lobby, conference rooms, or even by the pool. And properties which are not quick enough to anticipate and meet these expectations are those which will inevitably lose market share. With the high-yield business traveller forming the bulk of those with highest broadband demands, these hotels will stand to lose out more than just revenues from broadband.

The Hotel Grand Chancellor recognised the significance of providing broadband technologies as an integral part of its service offerings to guests. After initial contact with Vistagate, a site survey was conducted, assessing their broadband requirements. It was found that rooms were CAT5e cabled to the bedside table phone. However, the desk was located near the opposite wall, making this outlet unusable. During the installation assessment it was identified that a cable route was possible with minimal disruption to exposed walls, ceilings or furniture.

Proposals for both cable and wireless solution were prepared. The hotel was keen to move to a fully managed broadband service which it believes will not only deliver higher returns on customer satisfaction, but will also enable the hotel to focus on its core business operations. Moreover, the hotel was also looking for a service provider who is able to demonstrate an on-going commitment to after-sales support. Vistagate then managed the entire project, installing 186 dual outlets into the guest rooms, enabling high speed cable broadband to all rooms, as well as network switches on each floor of the building. In addition to the dual outlet, Vistagate also provided retractable network leads. All labels and signs were printed and prepared by Vistagate with Hotel Grand Chancellor branding. Guests now simply connect the retractable network lead in their room to their laptop, opening their web browser (the browser has been customised to fit with the Grand Chancellor Hotel's branding and image) selecting the pricing plan and accepting the terms and conditions. An additional benefit for guests is that they can enable a wireless account and use their

laptop within the hotel's wireless environment at no additional charge. All charges are then posted to the guest room account. Simply connect and enjoy.

In the conference and hotel lobby areas wireless access points were deployed providing complete wireless coverage throughout the conference floor and hotel lobby reception using power over ethernet technology. Several outlets per meeting and conference room were also enabled for network connectivity to the Vistagate guest network. This enables a conference staff member to use a web browser interface to create conference usernames and passwords for authentication. This gives the conference the ability to use several devices on a single account, with customised conference rates.

Flexibility in payment has been achieved through the sale of pre-paid cards for users who just want access for an hour, half day or full day. The cards can be purchased at reception or via the conference team. All rooms have a billing interface with the hotel's property management and reservations system for charging to be posted directly to the guest's account. The Hotel Grand Chancellor furthermore remains in control over the service and the rates that they decide to charge. The furthering of revenue generation and the ability to market the Hotels products and services on the homepage is of significant value.

