Resort Hotel Chain Designs New Network Infrastructure

Anilana Hotels & Resorts enlists Cisco to design network that is simple, cost-effective, and efficient

EXECUTIVE SUMMARY

Anilana Hotels & Resorts
• Hotels & Resorts
• Sri Lanka

Business Challenge
• Design new, secure network infrastructure
• Manage simple, efficient, and cost-effective network operations
• Offer un-paralleled levels of service to customers

Network Solution
• Cisco Smart Care
• Design new network infrastructure
• Provide related products and services for voice, data, internet, Wi-Fi, data security, data center and storage, IPTV, and closed-circuit TV (CCTV)

Business Results
• Reduced network risk and gained insights of intelligent network
• Provided single platform for installed base lifecycle management
• Simplified and reduced network and management costs with centralized administration and streamlined communications between locations and customers

Business Challenge

Anilana is a new brand in the hotel industry in Sri Lanka. Launched to cater to an exclusive high-end clientele, Anilana hotels consist of chalets and villas in carefully selected locations, with beach frontage being the main focal point. Given the nature of the target clientele, Anilana wanted to offer un-paralleled levels of service that the guests would remember for years to come.

Anilana recognizes the important role that technology plays in attaining high standards, but the company wanted the technology to keep a low profile and remain behind the scenes. Guests should feel that the hotel's operations are slick and efficient, contributing to the establishment's premium feel.

Over the last year, two Anilana hotels were being built simultaneously in geographically diverse locations. The head office of these hotels is located in the commercial capital, Colombo. With highly sensitive equipment deployed at these sites, aligned with the hotel's high ambitions, the terrain was challenging and the seaside environment was a critical factor.

Anilana invited Fentons Limited, a Premier Certified Partner of Cisco and one of Sri Lanka's leading integrated solutions providers in the field of building systems and ICT infrastructure, to design and implement the network infrastructure for the hotels, including infrastructure for voice, data, Internet, Wi-Fi, data security, data center and storage, IPTV, and CCTV.

The entire design team focused not only on the local network and solution, but also integrated remote locations including the Colombo Head Office and other upcoming locations over a WAN. Anilana also emphasized that it will have many more hotels opening in the near future and these could be located anywhere on the island. It also stressed that Anilana Hotels' administrative center would be in Colombo. The Fentons team, therefore, had to connect all locations with a robust WAN and with the Colombo head office LANs.

"Anilana's total IT solution is based on Cisco's "Unified Computing" concept which enables us to offer value addition to the guest experience and to increase the productivity of the total hotel operation. Ensuring the availability and the functionality of entire Cisco appliances is mission critical for Anilana's IT operation, and any network downtime would have a major knock-on effect on bottom line.

Cisco Smart Care adds value to our total IT operation by offering a simplified, yet comprehensive strategy and tools which help us to proactively carry out the network monitoring, health checkups, diagnostics, and software repairs on our entire Cisco network, whilst ensuring higher network security, availability, and performance."

Mohamed Aslam,
IT Manager, Anilana Hotels & Resorts

Network Solution

The Fentons team embarked on identifying the essentials required to complement the theme of Anilana and to consistently deliver the desired outcome. Taking the terrain and environment into consideration, they provided a robust network infrastructure that was simple, efficient, and cost-effective. The new network infrastructure streamlined network operations with minimum clutter and footprint for guests and staff.

Delivering on the priority for a low-cost and easy-to-use solution, Fentons proposed IP technology for all network services (voice, data, wireless, data security, CCTV and IPTV) because an IP platform required only a single network.

To achieve capacity and lightning protection, fiber optics were also deployed for outdoor backbone cabling, while CAT 6 standard cables were used for indoor cabling. Cisco Catalyst® Switches, routers, ASA firewalls, Unified Computing System™ (UCS®) servers, and Cisco® Unified Communication Manager and Controller based wireless solutions were delivered with the overall solution.

Fentons utilised Cisco Smart Care for software-enabled, automated network services. In deploying Smart Care, Fentons was able to help achieve a number of objectives. Customers could now run Cisco IP Communications applications in a Cisco infrastructure and gain the powerful advantage of an intelligent network, in which they can quickly deploy their communications.

Business Results

With the new network infrastructure and Fenton's Smart Care based service, Anilana Hotels achieved several strong results. Now, fewer business disruptions occur on the Cisco Intelligent Network because the network automatically recognizes malfunctions and takes steps to heal them or generate an alarm proactively. This capability also simplifies management, reduces management costs, and strengthens the trust and loyalty of the customer towards Cisco solutions.

In summary, the entire network delivered several advantages to Anilana Hotels:

· Centralized administration: one team monitoring many

· Single centralized applications: property management systems (PMS), reservations, movies, and music

· Enhanced information sharing and communication between locations: "under one roof" concept

· Simplified and reduced network and management costs

· Robust solution for Anilana and its customers

· Ready market acceptance

· Employee satisfaction

"Anilana's total IT solution is based on Cisco's "Unified Computing" concept which enables us to offer value addition to the guest experience and to increase the productivity of the total hotel operation. Ensuring the availability and the functionality of entire Cisco appliances is mission critical for Anilana's IT operation, and any network downtime would have a major knock-on effect on bottom line. Cisco Smart Care adds value to our total IT operation by offering a simplified, yet comprehensive strategy and tools which help us to proactively carry out the network monitoring, health checkups, diagnostics, and software repairs on our entire Cisco network, whilst ensuring higher network security, availability, and performance," says Mohamed Aslam, IT Manager, Anilana Hotels & Resorts.

> "The partnership with Cisco has added depth and breadth to Fentons products and services portfolio and has increased opportunities for Fentons in the ICT sphere, covering voice, data, and networking solutions in a single brand offering."

Chandev Abhayaratne,
Managing Director, Fentons Limited

By deploying Cisco Smart Care, Anilana Hotels have attained a number of benefits with tangible return on investment (ROI), including:

· Reduced inventory updating time and manpower by over 90 percent due to smart, automatic network analyzing capability

· 100 percent confidence that all alerts are known at any point in time; network automatically recognizes malfunctions and takes steps to address them or generate an alarm proactively

· 100 percent confidence in end-of-life/end-of-service (EoL/EoS) status: gain insights of an intelligent network where communications can be quickly deployed

· Strengthen the trust and loyalty of Anilana customers

"We also see the great value of the comprehensive Inventory Report from Smart Care solutions, which by containing details of services level, physical location, and contract expiry, have enabled us to take proactive steps to protect our installed base," says Mohamed Aslam, IT manager, Anilana Hotels & Resorts. "Cisco Smart Care gives us 100 percent confidence that all alerts are known at any point in time, thus we have 100 percent confidence that EoL/EoS status is fully known."

For Cisco partner, Fentons, adopting Smart Care for Anilana also has achieved a number of measureable benefits:

· Cisco Smart Care Solution helps reduce network incidents by 90 percent compared to before the deployment of Smart Care solution

· Enhanced operational efficiency by 95 percent since the deployment of Cisco Services Solutions

· 99.99 percent service-level agreement (SLA) helps maximize overall network reliability and efficiency

· Reduced manpower by 90 percent due to smart, automatic network analyzing capability

"The partnership with Cisco has added depth and breadth to Fentons products and services portfolio and has increased opportunities for Fentons in the ICT sphere, covering voice, data, and networking solutions in a single brand offering," says Chandev Abhayaratne, Managing Director, Fentons Limited.

Cisco Services Technical Assistance Center support and Return Material Authorization replacements with lower overhead and with fast response time also deliver another advantage to Anilana Hotels in the long run.

"The support we received from Cisco Smart Care business development manager, Shiva Ramalingana, throughout the service deployment and optimization has been exceptional, as Cisco practices the values and service delivery that they promise to us and clients," says Abhayaratne.

For More Information

To find out more about Cisco Product and Services, please go to:
www.cisco.com/go/smartcare and www.cisco.com/web/services

And to learn more about Fentons Limited, visit:
www.fentons.com