

The Royal London House by Montcalm Finsbury Square London City is the first UK hotel to have 10Gig capacity on demand.

Challenge

With some of the most recognised luxury boutique hotels in the capital, The Montcalm Luxury Hotels are known for their premium customer experience across their 5* hotels.

With 250 rooms at their Finsbury Square location, The Montcalm Luxury Hotels were looking to improve their technology and Connectivity throughout the building.

The Montcalm Luxury Hotels are recognised as technology leaders within the industry, and their Network Connection.

With changing demands, both within the industry and guest expectations, a reliable, superfast Internet Connection and Network were essential for The Royal London House by Montcalm Finsbury Square London City. They needed to be sure that the new service would withstand high usage peaks at events, alongside that of guests and employees. Having a service that could scale and be flexible was a key driver for the project.

After rigorous assessment of the market, The Montcalm Luxury Hotels selected Exponential-e as their preferred supplier. In July 2014 they signed and the implementation of the service began.

Solution

Using its wholly owned Network, Exponential-e is delivering a Wide Area Network (WAN) that connects all 18 sites in The Montcalm Hotel Luxury Hotels. The Royal London House by Montcalm Finsbury Square London site has 10Gig Network capacity, which ensures the hotel has the agility to quickly share information and can respond to customer demands. In line with this, the WAN will be combined with High Bandwidth Internet that is delivered using a single piece of Fibre to offer clients a scalable Internet connection. Being able to provide Bandwidth to different areas of the hotel from a supplier they trust, was a high priority for Montcalm. The high-capacity, low latency Bandwidth will ensure that the flagship hotel has the flexibility to cope with peaks in Network usage to meet the needs of its guests, events and business processes.



THE MONTCALM LUXURY HOTELS

From the West End to the City, and beyond to trend-setting Shoreditch, The Montcalm Luxury Hotels echo the unique fusion of heritage and cutting edge that defines London itself.

Each one is individual in style, from classic Georgian elegance with a contemporary twist to strikingly original futuristic chic, but all are distinguished by a dedication to bespoke service and a culture of innovation that continually enhances the guest experience.

With acclaimed restaurants and bars, state-of-the-art spas, intelligent technology and advanced business facilities, the Montcalm experience epitomises next generation London luxury.

In an industry that competes on exceeding expectations, delivering a powerful Internet Connection is key to meeting the demands of its hyper-connected guests. The scalable infrastructure will allow The Montcalm Luxury Hotels to portion off a dedicated section of its Bandwidth for operations. In addition, since all services sit on the clean side of the Firewall, the hotel can be reassured that it is offering customers a Secure Network that is compliant with PCI DSS regulations and safely delivers customer data.

Upon implementation, The Royal London House by Montcalm Finsbury Square became the first in the UK to boast 10Gig Capacity, both up and down.

“We now have Connectivity that is on a par with large media organisations or broadcasters, which is unheard of in the UK,” explained a spokesperson at The Montcalm London Marble Arch.

“Exponential-e provides us with visibility into the level of Internet traffic running over our Network so that we have the flexibility to scale Bandwidth up or down to reflect the facilities that our guests are using and the number of applications running over our Network. For example, when we have conferences, video calls and live demos happening simultaneously, then Bandwidth can be instantly scaled to meet demand whilst ensuring that all hotel guests benefit from a rich user experience.”

With 24 / 7 x 365 support provided by Exponential-e, alongside a dedicated sales team, the implementation of the service was managed by Exponential-e from beginning to end.

The Montcalm Luxury Hotels are now looking to implement the Exponential-e Network and infrastructure across six more hotels, including their newly launched Shoreditch property.

BENEFITS

There were a number of benefits experienced by The Montcalm Luxury Hotels through their transition to Exponential-e and the implementation of their service.

The Montcalm brand prides itself on offering a superior guest experience, while consistently exceeding expectations. Its primary focus, and one for the industry as a whole, is to deliver service excellence. The improved Network and Connectivity within the hotel does just that. With a superfast, powerful Internet connection, which is considered by guests just as important as a clean bedroom or the ideal location, the improvements to this service will ensure a premium guest experience and excellent customer satisfaction levels.

The Montcalm Luxury Hotels can also now look to receive increased revenue for events, due to improved bandwidth capacity which enables the business to use their venue for higher intensity events that they may have not been able to accommodate previously.

The flexible solution Exponential-e provides means that Montcalm can quickly and easily allocate bandwidth across the property, with the opportunity to access further services in the future down the same single pipe.

Making future evolution even easier than ever before.

RESULTS

- Improved customer experience.
- Increased revenue for events.
- Highly flexible solution.
- Dedicated and scalable bandwidth.
- Ability to access further services through single pipe.

DON'T JUST TAKE OUR WORD FOR IT

“Throughout the entire selection process, the support team at Exponential-e has been very hands on, their expertise has proved invaluable in creating a robust launch plan that has ensured we've experienced a smooth transition. We now have the foundations of a solid partnership and look forward to extending our work together in the near future.”

Spokesperson at

The Montcalm Luxury Hotels

ABOUT EXPONENTIAL-E

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our

responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit www.exponential-e.com/Montcalm or email info@exponential-e.com



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