

CASE STUDY

MANDARIN ORIENTAL HOTEL GROUP

Mandarin Oriental Hotel Group is a British international hotel management group with luxury hotels, resorts and residences in Asia, Europe and the Americas. With many locations across some of the world's most prestigious destinations, Mandarin Oriental strives to 21st century luxury with oriental charm through distinctive design and a strong sense of place.



Challenge

The Internet has revolutionized how the mobile workforce accesses information while away from the office, enabling them to keep up with customers and the office faster than ever before. To meet this need, hospitality providers started offering their customers high-speed Internet access (HSIA) in guest rooms a few years ago. Mobile workers have grown accustomed to this service very quickly, setting a new level of expectations for their stays.

Currently, Internet access is considered as critical as plumbing and electricity in guest requirements — if not more.

With a rich history going back to the late 1800's with the opening of the Oriental Hotel in Bangkok, the Mandarin Oriental Hotel Group has evolved with the needs of its guests throughout the years, and delivering quality HSIA was not an exception. But, with the increasing bandwidth requirements of applications such as Skype, Netflix and Youtube, the strain on Mandarin Oriental Hotels' networks became heavier with every year.

Solution

The Mandarin Oriental team decided to try Martello's Elfiq Networks Link Balancing solutions. The recommendation had come from peers in other companies who were already clients of Martello's Elfiq Networks.

Not only did the product solve the bandwidth challenges, but it could also be deployed in such a way that could also protect hotels against both planned and unplanned outages alike. Available in "failover kit" pairs, Elfiq devices can add a second layer of security and resilience. Should one device

"Customer satisfaction was negatively affected. We were looking for a way to perform ISP failover to provide better internet connectivity to our guests."

Javier Garcia
Mandarin Oriental Hotel Group



become unresponsive, a second one will seamlessly continue traffic management and operations while alerting the IT department.

Today, most Mandarin Oriental properties own LBX2600 Series Failover Kits from Martello's Elfiq Networks. The Hotel Group can count on a solid international network of value-added resellers to assist local properties in purchasing and deploying new devices when the need arises, and on Martello's Elfiq Networks professional services team to perform remote configuration.

Adding more circuits can be done seamlessly and easily, on demand, without the worry of unused bandwidth, and can be put to use from the very moment it is hooked to the Link Balance.

"We have deployed the LBX2600 Series in most of our properties around the world, allowing us to offer uninterrupted HSIA to our guests. I would recommend these solutions to any hotel property."

Javier Garcia
Mandarin Oriental Hotel Group



About Martello

Founded in 2009, Martello Technologies is a private company headquartered in Ottawa, Canada with staff in Canada, the United States and France. In January of 2018, Martello merged with SD-WAN player Elfiq Networks to offer a solution that pairs performance management software with SD-WAN technology to provide stellar UC performance. Martello's solutions deliver confidence in the performance of real-time services on cloud and enterprise networks and is a proven provider of performance management software for Mitel customers.



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