

Challenges

The newly built InterContinental Davos needed a reliable solution for all data traffic – and needed it fast.

Solution

With Avaya Aura® at the core, plus several other Avaya products and solutions, a modern information and communication network was built in just three months.

Result

Guests and staff at the InterContinental Davos benefit today from full connectivity, at any time, with any device, in the whole hotel complex.

A communications platform to match the guest experience



Situated in the prestigious resort of Davos in the Graubündner Alps, the InterContinental Davos is known locally as the “golden egg” thanks to its stunning architecture. It offers the highest levels of style and comfort to corporate guests and private visitors.

Naturally, full connection to modern communications is considered a standard and indispensable ingredient of a successful stay - staff and guests require access to data and telephony at all times and from anywhere.

A comprehensive solution from Avaya and Swiss implementation partner Voice & Data Network AG (Vodanet) ensures full connectivity at the newly opened iconic hotel.

Breath-taking views of the Alps, extravagant architecture, and luxurious interior: “the InterContinental is a new landmark for Davos, and with its overall design it is unique in Switzerland. We are aware of this, and it is part of the brand promise of our group,” says General Manager Peter Pedersen.

Depending on the season, between 120 and 180 staff members are at Pedersen’s disposal, to ensure service of the highest standard. 216 rooms of various categories, including 25 suites, wellness and spa facilities, an extended conference area, three restaurants, two bars and a childcare area offer enough space for guests to relax or for a successful business or conference event.

“Telephony, internet access, mobile data exchange and the integration of various software solutions are standard for us,” Pedersen confirms, “and they should function easily, quickly and reliably.”

An early test

Those qualities were put to the test almost immediately the InterContinental Davos opened. “We opened the hotel on 19 December 2013. Only one month later the World Economic Forum (WEF) was our guest,” Pedersen recollects. During the 44th annual meeting of WEF in January 2014, around 2,500 high-ranking officials from the fields of economy, politics and science – including around 50 heads of state – met in the Bündner mountains.

Discussions covered political and economic topics, as well as health, the environment and sustainability. It meant five days of full capacity for the InterContinental Davos, with up to 1,500 guests in restaurants, bars and conference rooms - peak period for staff and equipment.

“The system worked perfectly, even during full capacity utilisation,” says Pedersen. That’s despite little time being allocated to infrastructure setup in preparation for the hotel opening.

“In early 2013, we selected the solution from Avaya and implementation partner Vodanet. The overall package consisting of Avaya Networking solutions, WiFi, telephony, internet access, mobile



216 rooms of various sizes: the InterContinental Davos offers its guests style and comfort of the highest level.

applications, connection of the hotel software plus after-sales service and maintenance exactly met our requirements,” Pedersen recalls. “Also the price-performance ratio was just right.”

From nought to sixty in just three months

But while the recommendation was made early on, the actual starting signal for the project was only given in October 2013, just two months before the opening.

The first task was to set up the network for the administrative operation of the hotel – for management, staff, marketing and internal equipment. Subsequently guest facilities were connected, with WiFi and fixed-line telephony in the guest rooms and conference halls and also in parts of the external block and underground car park.

“Avaya and Vodanet really had to cope with a cold start. However in spite of the tight timescale we never

doubted their competence or technology,” says Remco Marten van der Kaaij, Chief Engineer at InterContinental Davos.

Today, WiFi is delivered by more than 170 Wireless LAN Access Points from the Avaya Wireless LAN 8100 series, ensuring continuous network coverage and comprehensive access to data for guests. Network capacity is 10Gbps as standard, enabled by more than 50 Ethernet Routing Switch (ERS) 5500 and 3500 Series platforms which ensure high levels of availability, reliability and fast

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data transfer across the wired network. All 216 rooms and suites are equipped with Avaya IP Phones.

“We have a quite unique multimedia entertainment design,” adds van der Kaaij. “The entire data traffic operates via our network including the TV-sets in our guest rooms. That is why security and speed are particularly important to us.”

Connectivity and simplicity for guests and staff

The Avaya Aura® unified communications solution merges the data flows and also provides easy to handle applications for telephony, video and customer management. The solution supports essential procedures, such as queries and reservations or the management of the room telephones. It has also been integrated with the hotel operating software, enabling check-in and check-out, including billing, to be exceptionally smooth.

Staff communication is enhanced through the Avaya one-X® Mobile app, installed on iPhones. This means all the features and functionality of the Avaya IP handsets are available to staff wherever they are in the hotel.

“Overall, we wanted a worry-free package: a single, easy to handle solution for guests and management that we wouldn’t have to worry about even after installation. We have achieved that,” Pedersen remarks with satisfaction. For example, when the hotel needed additional bandwidth from its internet service provider for the World Economic Forum, Vodanet was quick to assist.

“From our point of view, an ITC provider should understand the importance of the whole communication process for our industry. Guests and personnel expect data connection with uncomplicated technology and high levels of mobility – free of charge. Nor should we be faced with huge costs. With Avaya and Vodanet we feel we are in good hands,” Pedersen concludes.

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—Peter Pedersen, General Manager,
InterContinental Davos

Learn More

For more information, contact your Avaya Account Manager or a member of the Avaya Connect channel partner program, or access other collaterals by clicking on www.avaya.com/emea.



Excellent service starts in the lobby: integration of the hotel's operational software with Avaya solutions contributes to the smooth administration process.

Products and Solutions

Avaya Aura®
Avaya Aura® Communication Manager
Avaya Aura® Contact Center
Avaya one-X® Mobile
9600 Series IP Deskphones
Avaya Wireless LAN 8100 Series
Avaya Ethernet Routing Switch 5500 and 3500 Series

ABOUT THE INTERCONTINENTAL DAVOS

The InterContinental Davos is situated 1,600 meters high in the Graubündner Alps and stands out with its spectacular gold-coloured facade and breath-taking mountain panorama. It has 216 rooms, three restaurants and two bars, plus an exclusive event area covering 1,500 square meters.

www.intercontinental.com/davos

About Avaya

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12/14 • UC7525-01