

## The Palais Hansen Kempinski Vienna Chooses Communications and Networking from Fourteen IP



The outside view of the Palais Hansen Kempinski Vienna.

### The Kempinski Hotel Vienna

Originally built as a hotel for the World Exhibition in Vienna in 1873, the Palais Hansen Kempinski Vienna has undergone extensive restoration to become a 'must visit' destination for the European traveler. The hotel in this listed building now offers 152 elegant rooms and suites, two restaurants and three bars including a Cigar Lounge, together with spa and fitness area as well as conference rooms and a ballroom.

Part of the restoration involved deploying new networks and communications throughout the hotel, to satisfy the growing demands of guests for wireless internet access in all areas of the hotel.

It was the task of the Kempinski Senior Vice President for Information Technology Jeremy Ward, to decide upon a partner to provide the new Information Technology infrastructure for the hotel.

### Choosing Fourteen IP

Fourteen IP proposed a fully converged IP-based communications platform from Mitel and a high capacity, high speed wired and wireless data network from HP based upon its unique occupancy based pricing model, for hardware, service and support. This meant that Kempinski could benefit from industry leading technology, whilst avoiding a large up-front capital investment in favour of a monthly fee which is linked to the hotel's occupancy.

Explaining their decision to award the project to Fourteen IP, Jeremy Ward said, "We have been looking for a differentiator with regards not only to the technology but also the commercial aspect of the project. With the new occupancy-based model we are now not only spreading the cost of the equipment and managed services over a fixed period with no added finance but we also only pay for what we consume. This is a common model in the software space but unique in the hardware and managed services environment."

*"We see this as a key strategic relationship with Fourteen IP, we had a vision in 2011 of occupancy based solutions on best of breed technology and we feel we've really achieved this in Vienna"*

**Jeremy Ward - Senior Vice President - IT, Kempinski Hotels**



One of the bedrooms at the Palais Hansen Kempinski Vienna



The imposing lobby at the Palais Hansen Kempinski Vienna

### The Solution

The hotel chose a Mitel Communication Director solution from Fourteen IP with Mitel 5505 SIP cordless handsets in the 152 guest rooms and a SIP softphone client, which allows calls to be made and received on staff computers and laptops. Fourteen IP also deployed a robust high capacity HP network throughout the hotel over which the IP communications are provided. IPTV plus enough WIFI access points to satisfy the growing guest demands for wireless internet access, are also delivered over a single fully converged data infrastructure.

### The Installation

In deploying the network infrastructure and wireless access points, the Fourteen IP engineers had to be mindful of the listed nature of the building and high standard of finish to the decor of the hotel. Asked to comment on the installation of the network and communications equipment Regional IT Director Europe at Kempinski Hotels Dominik Lefevre said, "Fourteen IP has carried out the installation work in a very professional way. Very well organised and clearly structured - from delivery to handover."

**For information call us on  
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### Working with Fourteen IP

Having greatly reduced the financial risks usually associated with commissioning a new data infrastructure in an hotel, we asked Kempinski Regional IT Director Europe Dominik Lefevre about his experience of working with Fourteen IP on the project and he said:

*"Working together with Fourteen IP has been a pleasure with regards to their professionalism, reliability and product knowledge."*



The Mitel 5505 SIP Phone

### About Fourteen IP Communications

Fourteen IP is a specialist communications service provider supplier specialising in both on-site and above property network and communications solutions for the hospitality sector. With over 25 year's experience and customers across EMEA and the Americas we have the understanding and capability to design, manage, implement and support solutions, that can help you deliver improved service and increase operational efficiency, whilst reducing costs.

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