

SYSTIMAX®

SOLUTIONS

Hotel's World-leading IP Network Runs on SYSTIMAX® Structured Cabling

Hong Kong's New Langham Place Hotel chooses SYSTIMAX® GigaSPEED® XL and LazrSPEED® Solutions to support advanced services for guests and staff

The 42-floor, 665-room hotel in Hong Kong's Langham Place development is the center piece of this new, 180,000m² retail and entertainment center. Among the advanced features of the \$256 million, 5-star hotel is a high performance communications network. This supports services including 100 Mb/s data links in guests' rooms and Voice over IP connections for both fixed and wireless telephones.

In rooms and suites, there are up to seven hardwired connections for phones, laptop PCs and peripherals. IP phones in all the rooms have color touch screens that display multimedia applications, and some suites also have their own PCs with combined printers, copier, scanner and fax machines.

As well as the network outlets in the rooms, there are others throughout the hotel. These connect security cameras and the Wi-Fi 802.11 wireless LAN access points for IP phones, laptops and handheld computers.



Langham Place Hotel

Connectivity for the network that supports these guest services, together with hotel systems, is provided by SYSTIMAX® Solutions. Five kilometers of SYSTIMAX LazrSPEED® fiber cabling connect the main distribution frames on the hotel's ninth floor and the computer room in the basement with satellite communications rooms on other floors. SYSTIMAX GigaSPEED® XL copper cabling links these communications rooms to outlets in guests' rooms, offices, corridors and common areas.

"This infrastructure gives us a competitive edge since today's travellers expect communications in their hotel to be as good as in their offices and homes," said Brett Butcher, Managing Director, Langham Place Hotel. "They want telephone and computer links to be available whenever and wherever they need them. At the Langham Place, we can meet their needs with nearly 5,000 hardwired and wireless access points, and a network that easily handles even the highest demand peaks."

In the network backbone, LazrSPEED laser-optimized multimode fiber can support data speeds as high as 10 Gb/s over distances up to 300 meters. Currently, horizontal connections from communications rooms to outlets operate at 100 Mb/s. However, the SYSTIMAX GigaSPEED XL Solution can comfortably support end-to-end throughput of 1 Gb/s, if this is needed in the future.

GigaSPEED XL performance exceeds specifications in the Category 6 cabling standard. This means it will sustain gigabit throughput even under adverse conditions such as electronic noise from lift motors and lighting equipment. In total, more than 220 kilometers of cabling is installed in the building.

Complementing hard wired telephones, more than 1,500 wireless IP handsets are available for use at the hotel. Guests and staff can use these anywhere in the building via access points in locations ranging from restaurants and lobbies to elevators and the pool area.

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Brett Butcher, Managing Director, Langham Place Hotel

"We estimate that we'll get 5-10% more custom from business travelers because of the IP system, so it is easy to cost-justify our state-of-the-art network infrastructure," said Brett Butcher. "The network also provides a powerful, cost effective communications platform for advanced management services, the front desk and back office systems."

Software applications connected via the network include the hotel's SMART (Single-Touch, Multi-Action, Response Team) guest service management system. This lets guests call for service from anywhere in the hotel using a fixed or wireless IP phone. A team of six in the SMART Center responds to calls and passes on requests to phones carried by the appropriate members of staff. When they have completed a task, staff report back to the SMART Center by phone or enter information directly to the system using handheld computers. These devices, carried by key personnel, can do almost as much as front desk terminals. Like all other networked systems in the hotel, the success of SMART depends on a reliable cabling infrastructure.

Pertlink - the Hotel's IT consultant brought a lot of fresh ideas to the project and put together the high level IT systems design. They chose SYSTIMAX Solutions™ as their network infrastructure partner along with SYSTIMAX BusinessPartner PCCW.

Detailed IT and cabling systems design and routing were completed with the help of consultants - Shen Milsom and Wilke.

"When people stay at a hotel they expect everything to be perfect, so getting it right 99 percent of the time is not good enough," said Terence Ronson of Pertlink. "Any failure in communication around the hotel would instantly cause major problems, so we had to choose the very best cabling - especially since it's the foundation for all the systems Langham Place so heavily relies upon to ensure guests are satisfied and come away with a great experience."

During the five-month project, PCCW routed cabling from outlets to communications rooms above the ceilings of rooms, corridors and offices. In many places, the cable runs are also concealed behind the hotel's high quality décor. Throughout the project, cabling installation had to be coordinated with other fit-out work. In addition, during phased opening of the hotels' floors, cabling had to be installed on unopened floors without disturbing guests.

Within the communications rooms, PCCW installed SYSTIMAX 1100 patching hardware together with SYSTIMAX iPatch® intelligent patch panels for the most important systems. The iPatch System lets network managers monitor connections in real-time and manage re-patching from their desks. Technicians working in the communications rooms are given instructions via displays on the iPatch panels. If they make a wrong connection, the iPatch System also alerts them of this.

Commenting on the installation, Sunny Fung of Shen Milsom and Wilke said: "Communications have become a key factor in luxury hotels over recent years. To satisfy the more discerning business and leisure traveler, they need high performance reliable networks. Fast response and low downtime give visible improvements in the level of service that help ensure guests return to the same hotel on their next trip."

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