



# H3C puts the Park Lane Hotel ahead of the competition

“ H3C was the best partner for the Park Lane’s network infrastructure upgrades. It understands our business and what it takes to be competitive and profitable. H3C offered a solution that not only met our IP networking requirements, but was also reliable, high-performance and cost-effective.

With the new H3C network in place, the Park Lane Hotel now delivers cutting-edge services to our guests. We are enjoying the benefits of lower overall total cost of ownership and a higher return on our IT investment.”

James Kwan,  
MIS Manager of the Park Lane Hotel

Hong Kong is one of the world’s most famous destinations for tourists and business travelers. Part of the attraction is the city’s hotels, which have won a reputation for world-class service,

covering everything from the caliber of the rooms to the quality of the cuisine.

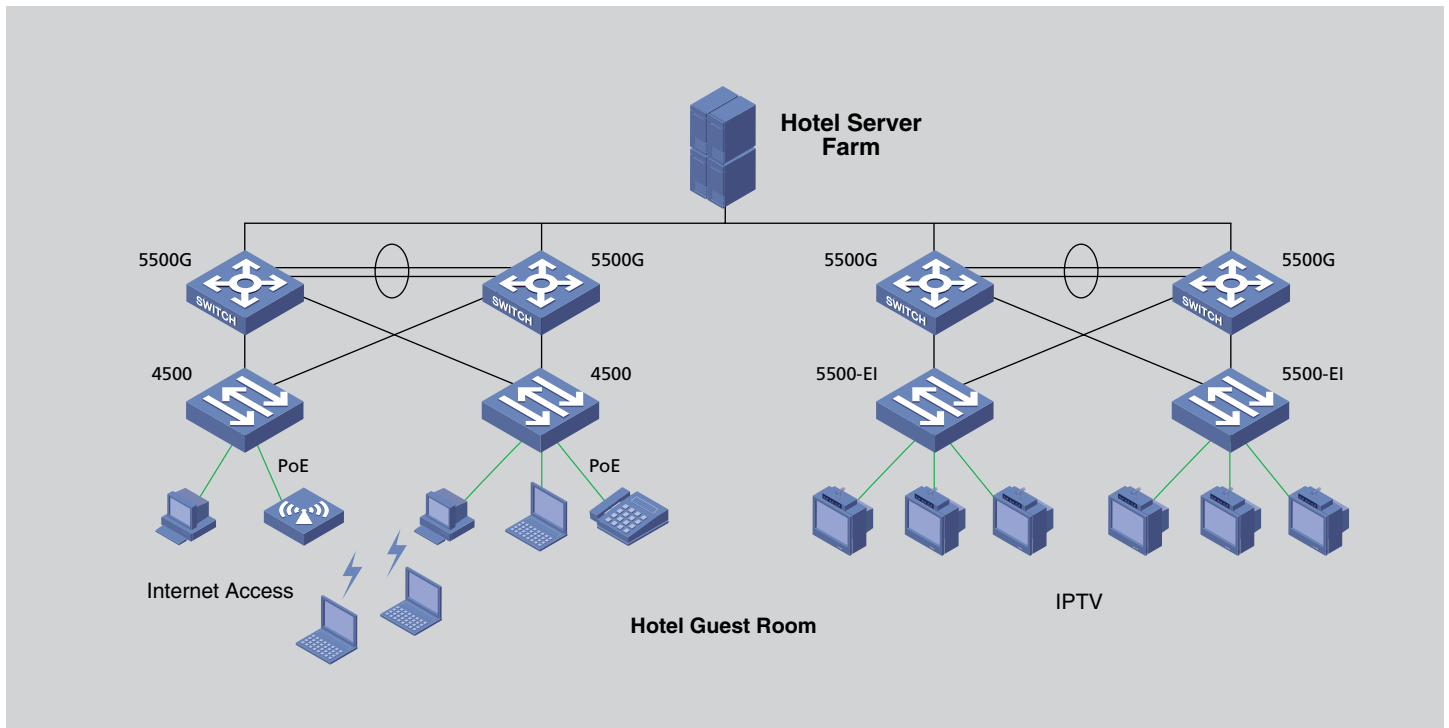
Located in the heart of Causeway Bay, the luxurious Park Lane Hotel exemplifies these qualities. Over the last year the hotel has carried out substantial renovations to increase its edge in the highly competitive hospitality industry.

Technology – particularly networking technology – has played a key role, providing guests with the digital connectivity they expect from a top class hotel. It also offers the Park Lane Hotel a platform to provide guests with value-added services and manage its business more effectively.

The Park Lane Hotel chose H3C to upgrade its existing network switching equipment and implement a new secure and reliable high-performance IP network. This infrastructure now supports a host of advanced guest services, from wired and wireless Internet access to IPTV.

## The Solution

H3C upgraded the Park Lane Hotel’s wired guest network infrastructure. It created two separate service based platforms – one supporting Internet access and another dedicated to IPTV services. These two platforms now support wired and wireless Internet access and deliver IPTV broadcasting to over 800 guest rooms.



The Internet platform consists of 5500G switches in the core and 4500 Power-over-Ethernet (PoE) edge switches connected by Gigabit Ethernet uplinks. The 4500 PoE edge switches provide PoE functions with wireless access points, giving guests the additional freedom of WiFi connectivity in their rooms and in the public areas of the hotel. Together with 5500G switches, providing wire-speed, non-blocking and guaranteed high performance guest service.

The IPTV platform is also built on a “service based platform” which consisted of 5500G at the core with GE uplink connections to edge switches 5500-EI on each floor. The 5500G acts as the video content delivery switch for multiple channels from content providers. The edge switches 5500-EI supports multicasting for delivery of IPTV service to each hotel guestroom. Guests can now choose from a selection of in-house information and entertainment channels, as well as accessing value added services such as Video on Demand movies and pay per view programming.

## Why H3C

The Park Lane Hotel chose H3C for its network upgrade programme for sound technical and business reasons. These included H3C’s strong track record for offering high-performance products as well as its reputation for delivering high quality services and cost-effective solutions.

H3C delivered the Park Lane Hotel’s network on time and within budget, backing the installation with outstanding technical support services that continued well beyond the project’s official completion. More importantly, H3C worked with the Park Lane Hotel to ensure a smooth, uninterrupted transition from its ageing switching equipment to the new solution. The result was true 24 x 7 reliability as well as superior performance that has prepared the hotel for future growth.

## The Benefits

The core network of the Park Lane Hotel has been vastly improved by upgrading to an H3C Gigabit Ethernet solution. The upgrade has enabled the Park Lane Hotel’s wired and wireless network to run faster and more efficiently without compromising reliability, security and without the need for complex or time consuming management.

The development of IP network technologies and services has also brought more services for the hotel and its guests. H3C’s solutions have turned the hotel’s network into a best-of-breed infrastructure capable of supporting HDTV and an integrated mix of applications such as IP-telephony and video conferencing. The Park Lane Hotel is now able to provide its guests with a variety of value-added services, all for a lower total cost of ownership and gaining a higher return on its IT investment.

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