



“Due to the nature of the brand standard, the investment is pretty high. If you decide to implement the solution more cheaply using a vendor without practical experience or the same level of commitment I found in Hospitality WiFi, then you are doomed to fail by spending a lot of money on a solution that does not work as desired and can’t be qualified for certification.”

Ramon Alonso
HQ IT Director

OVERVIEW

Multiple hotels under the IHG flag are owned by the same group:

- Holiday Inn Express Tereo (Mexico City)
- Holiday Inn & Suites Zona Rosa (Mexico City)
- Holiday Inn Trade Center (Mexico City)
- Candlewood Suites Queretaro
- Candlewood Suites Celaya

REQUIREMENTS

- HSIA needed to be upgraded to meet new IHG brand standard

SOLUTION

- Cisco Meraki hardware

BENEFITS

- HSIA solution now meets IHG brand standard
- Hotel is now working with an experienced, committed vendor

Hotel Group Finds Experienced Vendor to Implement HSIA Upgrades

A group of hotels in Mexico under the IHG flag needed to upgrade their HSIA solution to meet newly-established brand standards. Ramon Alonso, the IT director, had multiple existing WiFi vendors, “none with the technical capability or experience required to cover our necessities in their entirety.”



In particular, Alonso was concerned about the effect on guest satisfaction: “Nowadays, having a guest who is unhappy with his/her Internet access can result in low ratings. If we use a WiFi provider that is not trustworthy, the problem becomes even worse.” He needed to find a provider in Mexico that had experience with the required IHG solution; the complexity of the solution and the need for implementation across multiple hotels made this a significant monetary risk.

In Alonso’s words: “We were pleased with the credentials of Hospitality WiFi as an approved vendor in USA and Canada for the IHG Connect solution. In addition, we were impressed with their references and the level of commitment they have demonstrated with other IHG properties, not to mention the warranties covering their engineering and deployment services. Considering all of these factors, it was nearly impossible to find another vendor in Mexico who could equal Hospitality WiFi in practical experience. The flexibility shown to us in negotiating various aspects of the contract and implementation were also key to our decision. And we were pleased to see that, even though the company is based in the USA, they have established roots in Mexico, with a well-qualified group of experts available to help us and our guests in both Spanish and English.”

The IHG Connect HSIA solution required specific hardware from Cisco Meraki with cloud-based management, and Hospitality WiFi had been selected as one of only a few approved vendors for this solution. With hundreds of IHG hotel locations already installed since the brand standard was established, Hospitality WiFi had proven familiarity with the solution and guaranteed the success of its implementation, setup, maintenance, and technical support. For this hotel group in Mexico, implementation began with a single hotel in 2016 and expanded to include a total of five hotels.

Alonso has been pleased with the results. “It is important to have the most serious of players by our side, with many years of experience in the hospitality industry, and even more important to work with a vendor who knows all of the tricks of setup and who was able to resolve issues we discovered as we implemented the Cisco-Meraki solution. I now have peace of mind that all of the properties under my control are running fine and following the rules of the IHG Connect brand standard.”

He adds, “I thank Hospitality WiFi for the all of their help and the quality of their services. It has so far been almost a year working with them starting with the implementation at our first hotel, and I’m still feeling pleased to be working with them. I feel that this level of support from a qualified team of experts in WiFi is something hard to find.”