

HP ProCurve Networking Enables Voice over Internet Protocol Deployment at Four Seasons Hotel



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Arcangelo Menegazzo, IT manager, Four Seasons Hotel, Florence



HP ProCurve customer case study: wired and wireless networking to support VoIP

Industry: hospitality

Objective

Deploy a modern, secure networking infrastructure in order to provide guests with premium services and increase staff efficiency

Approach

HP ProCurve Adaptive Network solution enabling Voice over Internet Protocol (VoIP) and Voice over Wireless LAN (VoWLAN) on a unified wired and wireless infrastructure

IT improvements

- Smooth deployment of Alcatel VoIP and Voice over Wireless LAN (VoWLAN) solution across HP ProCurve switches, access points, and controllers
- PoE and QoS features offer cost-effective deployment and management of WLAN access points, IP phones, and security cameras
- Secure access to resources via user isolation at access points

Business outcomes

- Low-cost calls, scalability, enhanced sound quality and improved staff communications
- Lower TCO with the HP ProCurve Lifetime Warranty♦



Four Seasons Hotels and Resorts manage 79 hotels within cities and resorts in 33 countries worldwide. With its headquarters in Montreal, the company serves business and leisure travellers' needs by providing the finest comforts and highest service standards in some of the world's most beautiful locations. Recently, it opened a 117 room hotel within a renaissance palace and convent in Florence, Italy. The hotel boasts a world-class restaurant, an open-air pool, as well as an expansive spa and hair salon.

♦ For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related series modules have a one-year hardware warranty with extensions available: HP ProCurve Routing Switch 9300m series, HP ProCurve Switch 8100fl series, HP ProCurve Network Access Controller 800, and HP ProCurve DCM Controller. The following hardware mobility products have a one-year hardware warranty with extensions available: HP ProCurve M111 Client Bridge, HP ProCurve MSM3xx-R Access Points, HP ProCurve MSM7xx Mobility and Access Controllers, HP ProCurve RF Manager IDS/IPS Systems, HP ProCurve MSM Power Supplies, HP ProCurve 1 Port Power Injector, HP ProCurve CNMS Appliances, and HP ProCurve MSM317 Access Device. Disk drives in the HP ProCurve ONE Services zl Modules, HP ProCurve Threat Management Services zl Module, and HP ProCurve MSM765zl Mobility Controller have a five-year hardware warranty. Standalone software, upgrades, or licenses may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty, and Support booklet at www.procurve.com/warranty.

“The ProCurve Lifetime Warranty will undoubtedly lower TCO and we expect a good return on investment. We are looking to expanding the solution to 38 new rooms.”

Arcangelo Menegazzo, IT manager,
Four Seasons Hotel, Florence

Objective

While converting the historic buildings into one of Europe’s most luxurious hotels, Four Seasons decided to incorporate a modern, secure networking infrastructure to provide guests with premium services and to increase staff efficiency. To cater for emerging technologies and aid business growth, a highly scalable solution was essential.

“We wanted an advanced Local Area Network (LAN) to support our Voice over Internet Protocol (VoIP) solution, which required both wired and wireless telephony,” explains Arcangelo Menegazzo, IT manager, Four Seasons Hotel, Florence. “We also needed to provide secure Internet access, CCTV security monitoring and video-on-demand via Internet Protocol Television (IPTV). Moreover, to ensure the business runs smoothly, staff required access to certain network resources.”

Approach

After establishing a strong partnership with Alcatel, its telephony provider, the hotel sought a collaborative relationship with a networking specialist. It considered possible solutions from Cisco and TT Tecnosistemi Spa, an HP ProCurve Networking Preferred partner, before opting for a ProCurve Adaptive Network solution.

“The key prerequisites were secure access to resources, user-isolation at access points, the latest wireless security standards, and centralised management and scalability,” adds Menegazzo. “Performance, value-for-money, low Total Cost of Ownership (TCO) and an excellent return on investment were also paramount.”

The HP ProCurve Adaptive Network solution comprises a number of highly reliable ProCurve 5400zl series switches and 30 ProCurve 5300xl intelligent edge switches, with 75 ProCurve 2600 PWR series managed edge switches providing Power over Ethernet (PoE). All switches are backed by ProCurve’s comprehensive Lifetime Warranty♦.

To ensure an effective wireless LAN, 150 ProCurve Wireless Access Point 530s were deployed throughout the hotel with at least one access point per room to overcome signal propagation problems caused by thick marble walling. A ProCurve Switch xl Access Controller Module links the access points to the hotel’s ProCurve Access Control Server 745wl.

To aid network management and tackle the hotel’s wireless security concerns, Four Seasons implemented ProCurve Manager Plus (PCM+) and ProCurve Mobility Manager (PMM) software. PCM+ allows hotel administrators to configure, update, monitor, and troubleshoot wired switches centrally while PMM enables staff to plan, deploy, manage, and monitor



the wireless network from a common, unified network management console. Flexible software licensing and free software updates will provide scalability as the network grows.

“We were very impressed with the quality, security and scalability of ProCurve’s open-standards solution,” comments Menegazzo. “It worked perfectly with Alcatel’s VoIP telephony solution.”

IT improvements

The ProCurve Adaptive Network solution has allowed Four Seasons to introduce wired and wireless VoIP telephony successfully throughout its hotel. ProCurve’s reliable, high-availability switches are well suited to LANs, supporting features such as Quality of Service

(QoS), while its managed edge switches offer cost-effective deployment and management of wireless LAN access points, IP phones, and security cameras.

All ProCurve switches can transport IPTV data without affecting network performance, and the system carries video signals via a separate channel to all locations served by a switch.

Wired VoIP and Voice over Wireless LAN (VoWLAN) allows Four Seasons to optimize voice transmissions over devices such as laptops and personal digital assistants (PDAs). This technology offers low-cost calls, scalability, enhanced sound quality, and improved staff communications.

Business benefits

Today, the Four Seasons Hotel, Florence, has modern wired and wireless networking that satisfies guests' service level expectations by providing secure VoIP telephony, Internet access, and video-on-demand. The highly scalable solution caters for future business development and helps staff perform their duties more productively. A CCTV monitoring capability protects and reassures guests and staff.

"By recognising plugged-in devices automatically, ProCurve technology provides a highly secure access solution for a hotel environment where administrators have little control over the type of wireless devices in use. The ProCurve Lifetime Warranty♦ will undoubtedly lower TCO and we expect a good return on investment. We are looking forward to expanding the solution to 38 new rooms," concludes Menegazzo.

Customer solution at a glance

Primary solutions

- Adaptive Network
- Communications and Collaboration
- Mobility
- Network Systems and Management
- Security

Primary hardware

- HP ProCurve Switch 5400zl series
- HP ProCurve Switch 5300xl series
- HP ProCurve Switch 2600 PWR series
- HP ProCurve Wireless Access Point 530
- HP ProCurve Switch xl Access Controller Module
- HP ProCurve Access Control Server 745 wl

Primary software

- HP ProCurve Manager Plus (PCM+)
- HP ProCurve Mobility Manager (PMM)

Partner at a glance

Company: TT Tecnosistemi Spa

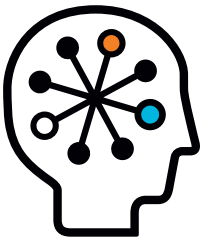
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