



# Nevotek and Cisco Meraki

delivering a world leading guest experience solution to InterContinental Hotels Group

- Customer: InterContinental Hotels Group (IHG)
- Industry: Hospitality
- Size: 12 Hotel brands with more than 5,000 hotels in 100 countries

**Business Goal:** Creating a uniform, centrally managed Wi-Fi internet access to provide an excellent user experience at each of the 5,000 IHG hotels worldwide.

Cisco Meraki and Nevotek solutions allow IHG offers best-in-class guest Internet experience through:

- Cloud portal analytics
- Real time, proactive monitoring
- Heat mapping
- Insight into consumer behavior like never before



## Overview

Reliable and fast Internet access is of great importance in today's world where guests have high expectations of exceptional connectivity and participation.

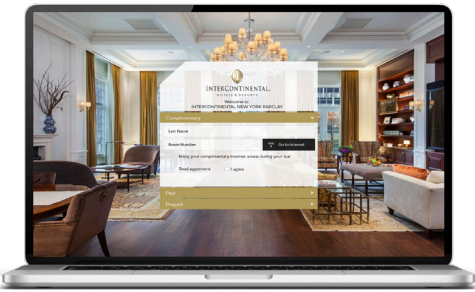
IHG group has partnered with Cisco Meraki and Nevotek to transform their guest internet experience and to build an infrastructure for the future. Committed to making guests feel welcome and valued, it was essential to ensure that a high quality centrally managed High Speed Internet Access (HSIA) experience is available to all guests at all hotels around the world.

Cisco Meraki and Nevotek solutions enable IHG to manage each property more efficiently, easier and faster to optimizing time, cost and minimize downtime & error rates.



## Customer Needs

- Implement a platform that provides the same seamless Wi-Fi experience globally
- Easily add new hotels centrally with no on-prem system needed
- Global pricing and policies can be centrally created and / or changed
- Single gateway / interface for all types of PMS systems in use



## Solution

- Nevotek UNILINK cloud-based Wi-Fi to PMS systems gateway and management solution
- PMS system suppliers (Oracle, Brilliant, Oasis and others)
- Cisco Meraki infrastructure with Cisco DNA Spaces capabilities

Nevotek, in partnership with Cisco Meraki has put together a solution, based on Nevotek UNILINK Cloud-based Internet Access & Centralized Management solution, as well as Cisco Meraki Wi-Fi infrastructure with Cisco DNA Spaces capabilities.

Combination of Nevotek and Cisco solutions provides a single source for improving the guest experience, analyzing on-site behavior, and optimizing hotel operations.

After extensive testing, the solution is being rolled out to new and existing more than 3,000 IHG properties, offering a solid and reliable solution to deliver a quality HSIA solution to their guests, visitors and conference attendees.

Nevotek has also developed applications that leverage the location data provided by Cisco DNA Spaces. The easy-to-use, mobile device can be customized to provide complete control of guest's on-site experience.

Read more:

<https://blogs.cisco.com/networking/nevotek-and-cmx-help-hotels-connect-with-guests>



## Outcome

**1 Uniform end-user experience (UX)**  
No matter where in the world IHG guests room, they can access Wi-Fi in the same way and enjoy high speeds.

**2 Superior guest satisfaction**  
IHG Guests can now access hotel services like check-in/out, room service and concierge by using their mobile devices.

**3 Centralized management**  
Centralized management for all IHG hotels makes it much easier and faster to add new hotels onto the system.

**4 Reduced costs**  
Since no additional on-premises systems for each hotel locations, costs and efforts are reduced dramatically. The group has visibility and control of the Wi-Fi experience.

**5 Integration of all PMS**  
Single Gateway system (Nevotek) for integrating with all different types and brands of PMS systems being utilized across the property. Downtime and error rates reduced to minimum levels by employing the alerts & reporting mechanisms.

**"We've seen unprecedented double-digit increases in guest satisfaction scores since implementing our IHG Connect platform."** Jeff Eckard, VP of Global Hospitality Technology at IHG.

## About Nevotek

Nevotek is the provider of value added hospitality solutions with unparalleled service levels for over 20 years. Nevotek products are the "catalyst" between guest satisfaction and hospitality technologies.

Nevotek solutions can be installed on-prem or cloud based and are deployed in more than 50 countries around the globe.

Nevotek's secure interactive solutions and touch-less mobility products are designed for global brand hotels, luxury resorts, casinos and cruise-liners to create exceptional personalized guest experiences. The company has just released and started deploying a unique mobility product "Softphone by NevoTouchless".



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