Primary Objectives

Kempinski Grand Hotel Gelendzhik - this is a five-star resort hotel opened in the summer of 2010 on a Black Sea coast of Russia. The hotel territory occupies 8 hectares and is stretched over the beachfront of Tolstoy Cape of Gelendzhik Bay.

The infrastructure of the hotel includes its own beach, swimming pools, three restaurants, five bars, a night club, a spa-center, a gym, tennis courts, a conference center with the area of 5000 square meters, a children’s club as well as 309 rooms of various types and 7 standalone bungalows. Kempinski Grand Hotel is selected for extended stay recreation purposes, a short business trip or as a space for a corporate event arrangement.

In order to ensure flawless quality of guest services and effective communications between the hotel staff, it was decided that a backbone network infrastructure be built in the hotel to provide the full spectrum of modern communication services: digital telephony, secure data transfer, high-speed Internet access and IPTV. And because mobility is important during the operation of the hotel staff, the development of wireless Wi-Fi network to cover the whole territory of the hotel became one of the objectives of the telecommunication partner.

In order to organize the interactive operation of the sub-systems of various hotel services, it was necessary to have a solution to ensure that the high-level reliability and scalability requirements be met, and also the traffic of the data transfer network be optimized. One of the special characteristics of the integration task faced by the hotel was the need for the integration of various technological networks. Therefore, a choice was made in favor of the Cisco solutions, leading among others in the field of networks convergence. The compliance of Cisco with PCI/DSS standards mandatory for all Kempinski hotels was of no less importance for a client.

Customer: Kempinsksi Grand Hotel Gelendzhik
Industry: Hotel Business
Location: city of Gelendzhik, Russia
Number of employees: 500 employees

Significance of the implemented project for business:

- Ensuring effective performance of employees due to optimization of traffic transfer;
- Improvement of the quality of guest services due to the hotel staff’s ability to readily access information and by ensuring that customers receive high quality communication services;
- Increase of communications efficiency among the staff by ensuring the safety of data transfer, high-speed and fail-safe communications;
- Optimization of hotel business processes;
- Decrease in expenses for constructing and managing several dedicated networks (a guest network, a hotel management network, a telephone network, IPTV network) due to their convergence within single network.

Success Story

Modern communication services ensured effective staff operations and a comfortable stay for hotel guests

Five-star hotel in Gelendzhik developed network infrastructure on the basis of Cisco equipment

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Computer-Communications, a Krasnodar company with solid expertise in all Cisco technologies, acted as a system integrator of this large-scale multi-purpose project.
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Project Implementation and Outcomes

Local Area Network (LAN) became the major telecommunication infrastructure of Kempinski Grand Hotel Gelendzhik, and includes the segment of high-speed Wi-Fi communications covering the whole territory of the Hotel.

The basis of the LAN core are Cisco Catalyst 6509 switches equipped with Cisco 720 supervisors and Virtual Switching System (VSS), as well as Cisco 4500 switches, combined in a stack with the data transmission ports at 10 Gb/s bandwidth capacity. Switches create a platform for additional services, such as content processing, firewall (the project uses the Cisco firewall), intrusion prevention system, application of IPSec security tools, arrangement of protected VPN channels, network analysis and acceleration of Secure Sockets Layer (SSL) connections.

The hotel’s unified system of telephone communications has been developed on the basis of two Cisco MSC 7800 systems, Cisco Unified Communications Manager (UCM) platform and Cisco CUBAC/Call Manager Issue solution. The Cisco UCM platform is integrated with the Nevotek system which provides billing, voice mail, automatic telephone calls as alarm clocks and other services.

Fail-proof cluster Cisco 4400, Cisco Wireless Control System (WCS), Cisco Mobility Services Engine (MSE) solution and 300 Cisco Aironet 1140 access points were used for the wireless network installation. The installed equipment provides high-speed and reliable wireless connection and enables the segmentation of network users, differentiation of Internet access to guests, as well as the differentiation of Internet for conferences and service network.

Cisco Unified Computing System (UCS) solution allowed the integration of computer and network resources as well as storage and virtualization systems as part of energy efficiency system. Cisco Unified Computing System platform notably simplifies traditional architecture and significantly reduces the number of devices to be purchased, to connect by wires, to supply with electricity and cooling, to protect and maintain. This solution is the foundation of complex optimization of virtualized medium while maintaining the ability of supporting traditional operational systems and applications stacks in physical medium.

Modern network infrastructure built in Kempinski Grand Hotel Gelendzhik on tyne basis Cisco solutions integrated several functionally different physical networks into one, such as guest network, hotel management network, telephone network and IP-Television network. The convergence within single network reduced hotel expenses for constructing and managing several dedicated networks which traditionally remain separate in hotels.

The project design used Cisco Smart Business Architecture (SBA), which enabled the customer to receive flexible and scalable solutions ready to integrate all services of the modern business.

The outcome of the implementation of the project for Kempinski Grand Hotel Gelendzhik was a fail-safe backbone network infrastructure which meets the requirements for readily available access to information and security of the private network, and also ensures optimized productivity when telecommunication services are accessed. The installed equipment allowed to organize high-speed wire and wireless Internet access throughout the whole complex of hotel buildings as well as providing transfer of all types of data throughout the single optimized network.

Being a leader in the communications market, we understand how important the convergence of various networks and technologies into a single system is. This is precisely why Cisco offers solutions which significantly simplify network management when dealing with intricate and complex projects. Among others, they significantly reduce the number of devices to be purchased, installed and maintained. These solutions also allow to combine several functionally different physical networks. Specifically, as part of the Kempinski Grand Hotel Gelendzhik project, hotel management network, telephone network, guest network and IPTV network were combined. This step reduced hotel expenses for constructing and managing several dedicated networks.

Aleksander Khit, Cisco Customer Relations Manager