



DOMEIN MARTINUS CALLS, SURFS AND FILMS COMPLETELY WIRELESSLY

BUSINESS

Domein Martinus is a hotel and conference centre located in the Antwerp Kempen. The luxury hotel has over 38 rooms, ten conference rooms and seven reception rooms. Companies can also rent a separate villa for incentives, team building activities or other corporate events.

BUSINESS BENEFITS

- Invoicing computer no longer crashes thanks to stable network
- Fixed telephones, computers and cameras can be used everywhere
- People are contactable over the whole domain thanks to mobile IP telephones
- Network is already dimensioned for possible business expansion



CHALLENGE

One of the main activities of Domein Martinus in Zoersel, Antwerp province, is renting out conference rooms to companies. In order to meet the high standards expected by Belgian and foreign business customers, the hotel was completely modernised in 2010. During the renovation work, some of the telephone cables were accidentally cut through. "We were able to connect them together again but the technology wasn't functioning properly anymore," says business manager Lode Van der Auwera. "What's more, during the week we mainly receive companies. And for them it's important to have good telephone and Internet connections, at any time and any place."

SOLUTION

IT partner Data Support proposed that we work without cables from then on. "We installed a powerful wireless network for telephony, data and video too," says Van der Auwera. "This allowed us to provide both the main building and the annexes with telephony and Internet quickly and simply. There are fixed telephones in the kitchen, the offices and the hotel rooms. The devices in the rooms didn't get the usual Power over Ethernet connection, but a wireless adapter instead. This is connected to our new IP telephone exchange."

Domein Martinus ordered new telephony systems and network technology from Cisco. "Not only do we think that it is important to have the very best in-house, but it is also simpler to work with a single supplier. What's more, it also makes it easier for Data Support to manage because the technologies 'talk' to each other fluently."

USER BENEFITS

Customers now have wireless access to Internet everywhere, in their rooms as well as in the ten meeting rooms where conferences are held during the week. Over 200 people can surf the Internet at the same time. The Cisco access points share and optimise the signal automatically.

The five surveillance cameras at Domein Martinus also have a wireless connection to the network. So for instance, one of the cameras films the presents table at wedding parties. The video images are then stored via the network on underlying systems.

All the room cleaning staff were given a mobile IP telephone, which is very handy according to Van der Auwera: "You can reach them at any time and any place. Previously, locating them was occasionally difficult. We did consider walkie-

"Mobile e-mailing is more important to our business customers than the number of stars of their room."

Lode Van der Auwera, manager Domein Martinus

talkies, but these are still not as reliable and they offer fewer options. For example, our wireless devices also allow us to redirect calls."

PARTNER PROFILE

For partner Data Support it was a challenge to expand the communication possibilities without additional cabling. "We made a conscious decision to choose the new wireless n-standard, which significantly increases the network capacity and signal speed. The network is already set up for the further expansion plans of Domein Martinus," explains Filip Fransen of Cisco's partner. "We also linked the new systems with software from third parties for wake-up calls, hotspots and telephone invoicing. Cisco is really integration-friendly."