

# Driving guest satisfaction and loyalty with next-gen proptech

**STEIGENBERGER**  
HOTELS & RESORTS



Stiegenberger Hotels & Resorts, owned by Travco, set out to modernise the IT infrastructure to deliver best Wi-Fi connectivity in order to maximise guest satisfaction. The transformation underpins enhanced business agility and saving operating costs.

“ We review our technology blueprint every five years to ensure guest satisfaction and, subsequently, guest loyalty. Aruba’s solutions give us a competitive edge as the network is the backbone of our whole operations. ”

**SHADY SHAHIN**  
IT Manager, Steigenberger Hotels

## REQUIREMENTS

- Provide a seamless Wi-Fi experience for guests, both indoors and outdoors
- Interactive hotel IPTV service
- Automation to provide a personalised experience for guests
- Reduce IT overheads and free up time for strategic projects

## SOLUTION

- Indoor and Outdoor Access Points
- Mobility Controllers
- Core & Access switches
- AirWave Network Management

## OUTCOMES

- Centralised AP control and deployment
- Unified wired and wireless experience
- Simplified IT operations with full, single-pane visibility and control
- Impactful and uninterrupted mobile app for self-service
- Smartphone-compatible Bluetooth locks
- Contactless check-in



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