

Colt powers ABBA Hotels' innovation and technology

Client

ABBA Hotels

Sector

Hotels and catering

Challenge

To centralise telecommunications services common to all the hotels in a single data centre in Barcelona. ABBA Hotels want to enhance flexibility and efficiency and have robust and reliable communications solutions, capable of being easily expanded while also offering its customers new services based on this connectivity

Services used

- Colt Link
- Colt IP Access
- Colt Total
- Colt LAN Link
- Data Centre services



As part of its innovation and growth strategy, ABBA Hotels intends to position itself as one of the leading hotel chains in the utilisation of advanced technologies and new solutions in order to streamline its processes and offer added-value services to its customers.

The flexibility, availability and security of ABBA Hotels' systems have all increased thanks to Colt's solutions.

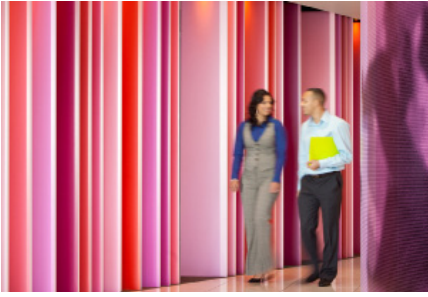
As part of its 2008-2009 expansion plan, the ABBA Hotels chain intended to open new centres, requiring the most secure and flexible telecommunications solutions, capable of coping with this expansion process. The choice of Colt services has been pivotal within the investment plan, the cost of which amounts to around €300,000 in development and security.

The main benefits for ABBA Hotels include:

- A significant drop in the number of disruptions in communications services on account of the benefits the new technological structure offers the systems department.
- Having infrastructure ready to offer new and more ambitious communication services.

- Improving ABBA Hotels' management and customer service. This difference can be seen when managing reservations and checking the availability of any given room. The hotels individually and the chain as a whole present the customer with a better quality, innovation and technologically precise image with the adoption of these systems.

The Spanish ABBA Hotels chain currently has 22 establishments in 15 Spanish cities and three elsewhere in Europe. They are top-of-the-range hotels designed for their guests' comfort. They are located in large towns and cities, with modern facilities, and a telecommunications infrastructure and services that provide added value both to customers and the group's own staff.



// ABBA has been conscious of the importance of growing in technological structure and communications ahead of any other aspect and for this reason we have chosen Colt //

José María Serra,
IT Director, ABBA Hotels

The company needed a telecommunications and technology structure centred on the following three basic requirements:

- All services common to the hotels to be centralised in a single data centre, thus simplifying and monitoring all communications processes efficiently.
- To have robust, reliable and flexible communications for future expansion.
- To have a maximum speed connection between the central services and the data centre under contract to increase agility and have greater responsiveness.

Before signing up to the Colt services, ABBA Hotels had a Frame Relay communications system centralised in the Barcelona head office. There was no ADSL available and everything was dependent on the “unstable” centre in that office. This caused some disruption of the service which has now been solved.

Secure operations

The centralisation of telecommunications services in a secure location, the Colt Data Centre, has enabled ABBA Hotels to forget about problems due to power outages or line breaks at the exchange, something which also had repercussions for the rest of the hotels.

The most complex phase of development with Colt was the start-up of the solutions in the Colt data centre, as the VPNs (virtual private networks) in each hotel had to be recreated for the location of the central services. The opportunity was taken with these changes to set up a new VPN in each hotel with Fortinet equipment managed by Ezone and thus to

achieve a perimeter security system to prevent any unauthorised access to the hotel chain’s information or systems.

“We allowed for all internal and external security factors from the outset in designing the ABBA Hotels communications structure, maintaining perimeter security and internal surveillance at all times which would guarantee stability for all our systems”, points out Alex Barnadas, Head of Communications and Security for the hotel chain.

Colt selected one of its main partners in this country for the development and implementation of this communications infrastructure: WSIT. “It is a pleasure and a major responsibility for WSIT to provide ABBA Hotel’s telecommunications needs. ABBA Hotels is without doubt a benchmark in the hotels and catering sector and the high service level requirements for this account make us more aware of current needs, future concerns and the importance of having reliable communications for the sector” observes Mario Puig, Managing Director of WSIT.

The switch from ADSL to fibre optics was very simple, it was carried out by means of a simple cable swap in the physical facility in the hotel and reprogramming the VPN. A 10 Mb line was also taken up from the exchange to the Colt Data Centre, in response to the need to make the new physical location of the equipment transparent. Users did not perceive any loss of speed in communications during the process.

Next step

To arrange a consultation or to discuss how Colt can help you:

Call: +44 (0) 20 7390 3900

Email: info@colt.net

The Colt services that ABBA Hotels has signed up for are:

- Hire of space in the Colt Data Centre to accommodate servers and infrastructure.
- Centralised outgoing line to Internet to set up VPN with all the hotels in the chain.
- 10 Mb fibre-optic line from the central office to the data centre.
- Dedicated point-to-point line from the Viajes El Corte Inglés data centre to the Colt Data Centre.
- 2 Mb symmetric guaranteed access in hotels in Madrid, Barcelona and Bilbao, with the remainder of the hotels scheduled for connection during 2008.
- Communications lines for Web services hosted at the Data Centre and maintained by ACK-STORM.
- Backup of Web servers for data recovery.