



Crowne Plaza Manila Galleria and Holiday Inn Manila Galleria

548 rooms and suites, as well as multiple meeting/event spaces, pool, fitness center, spa, business center, multiple restaurants, and bar/lounge

Serves both business and leisure travelers; accredited by the Department of Tourism Philippines

Metro Manila, Philippines

Solution Overview

- Implemented IHG Connect solution
- Phased installation to minimize disruption of hotel services
- Also providing 24x7x365 management and technical support

“The onsite team was very visible from start to finish. Support and Project Management were hands-on during all installation activities.”

– Anthony Villamor,
IT Manager

SOLUTIONS FOR IHG HOTELS – IMPROVED WIFI PERFORMANCE AND MANAGEMENT

The Crowne Plaza Manila Galleria and the Holiday Inn Manila Galleria are co-located hotels within the same business complex in metro Manila in the Philippines. Together, the hotels have 548 rooms and numerous amenities, including meeting and event spaces, food and beverage options, and recreational facilities. The hotels serve a mix of business and leisure travelers.

The Challenge

Hotel management wanted to be proactive in installing an upgraded HSIA solution for both hotels. To provide an enhanced guest experience for their well-travelled guests, the hotels needed to offer higher speeds and stable Internet across the entire property, as well as comprehensive support and management for the new solution. Anthony Villamor, the IT Manager, brought in experienced IHG Connect installer Hospitality WiFi to address the situation, as “they have the full package as a Managed Service Provider.”

The Solution

Hospitality WiFi implemented the approved IHG Connect solution to bring better WiFi coverage to both hotels and maximize use of the available ISP bandwidth. Installation was completed in phases, so the hotels were able to continue serving guests with minimal disruption. Hospitality WiFi is also now providing 24x7x365 management and technical support for the network.

The Results

Guest network performance has been significantly improved since installation, with “love” scores increasing to 90% after transitioning to the new solution. and guests are able to make better use of the available bandwidth. There is now more complete coverage across the property, even in employee areas, enabling improved operations. The IHG Connect equipment has been reliable in terms of connectivity and stability. Villamor also notes that “Hospitality WiFi is a customer-centric MSP, and we now have more accessible assistance with local support available.” Villamor adds that he would recommend Hospitality WiFi to other hotels locally based on the performance of the WiFi, his experience with installation, and the support provided.