

# Mercator Case Study

## Hotels: Harbour Hotel and Residence

Design ♦ Build ♦ Operate ♦ Support



Mercator's dedicated hotel and leisure business unit provides IT support the prestigious Al Maha Desert Resort and more recently the Harbour Hotel and Residence in Dubai, and the upcoming Wolgan Valley Resort in Australia.

The Harbour Hotel and Residence is a 261 suite property encompassing 53 floors located in the Dubai Marina. Each suite is equipped for business or leisure use, with high speed internet access, the latest telephony systems, and high standard entertainment systems, such as 55" flatscreen televisions, access to international satellite TV channels, and ipod docking stations.

Mercator designed a Decision Support System for the property to integrate all of the hotel's operational systems, providing management with a real time overview of performance, enabling easy analysis of information to hand. In addition, Mercator met the scope detailed below, enhancing all aspects of the hotel's opening.

Specific scope and build for the Harbour Hotel:

- Passive network design and implementation - structured cabling infrastructure
- Active Network design and implementation
- 480 Telephones with IP Telephony
- 48 Port Voice over IP analog phone gateway
- Server and Storage service (file & print, main frame connectivity)
- Messaging services (email)
- Server Room and its configuration
- Campus network (LAN & WAN)
- Wireless Network
- Wireless access provided to 160 AP
- Provision of a PMS system
- Point of Sale (POS) to manage the various outlets in the hotel e.g. restaurants, shop, spa
- Accounting and Inventory Management system
- Spa System to manage the spa bookings
- Interface from PMS to PABX (Call Accounting Interface), for Door Lock and Video Services
- 5 POS outlets with 5 touch screens, 4 KOT printers and 5 slip printers
- Online booking engine

Services available from Mercator include:

- Infrastructure Design Services and IT Consultancy
- IT System Auditing and IT Governance
- Sourcing of hardware, software and infrastructure
- Project Management
- Procurement and Implementation Services
- Data Center Hosting
- Call Center Services
- 24x7 On Site or Remote Support

