



Emirates Palace Hotel uses Polycom to provide secure videoconferencing for guests

User:

Emirates Palace Hotel

Country:

United Arab Emirates

Industry:

Luxury Hospitality

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About the Emirates Palace Hotel

The Emirates Palace hotel is a seven star hotel located in Abu Dhabi, and incorporates the International Conference Center. It is the most luxurious and technologically advanced meeting facility in the region. State-of-the-art technology is also present in all meeting and function rooms.

Challenge

The challenge was to provide high quality video conferencing facilities with the following merits:

- High quality audio & video using latest standards based encoding technology.
- Secure
- Easy to Set up and Use
- End to End Solution integrating with other AV equipment
- Provide Investment Protection
- Provide a Billing Mechanism
- Plug & Play : Mobility of the systems within the hotel

Solution

The hotel decided in favour of Polycom because of its end to end solution, which would provide very high quality audio and video with data sharing in a secure environment. The systems would be able to be plugged in from any network point on the VLAN to make calls in an instant.

The solution consists of

- Rack Mounted video conferencing systems for SMC and the Ballroom
- Set-top video conferencing systems for the Meeting Rooms and Portable systems for Guest Rooms
- A 24 Port Multipoint Control Unit (MCU) with a built in Gateway and transcoding feature to make mixed IP/ISDN calls. All end points connect through the network to the MCU and dial out to the outside world through the gateway built into the MCU
- The solution is totally standards based
- The Audio is CD quality
- 128 bit AES Encryption support from End to End for secure calls
- H.239 for People + Content
- Path Navigator Call Processing Server

Result

The Emirates palace Hotel, which has the best in terms of technology and luxury, offer high quality video conferencing (comprising of fixed locations as well as portable systems) for clients from anywhere in the vast complex to anywhere in the world in a easy to use and secure manner

