

Hotel Waldhaus offers its guests Swisscom IPTV

The long-established 5-star Hotel Waldhaus in Sils in the Engadine is one of the first luxury hotels in Switzerland to offer Swisscom IPTV. The solution, developed by Swisscom subsidiary Hospitality Services, provides guests with a wide range of interactive entertainment services. The luxury hotel has also upgraded its communications infrastructure. For a fixed monthly fee, Swisscom takes care of the installation, operation and maintenance of the new infrastructure.

From the outside, the Hotel Waldhaus Sils looks like a magnificent old castle. However, its guests can benefit from a state-of-the-art communication infrastructure. The 5-star establishment now also offers IPTV from Swisscom. This comprises more than 150 live TV channels, 40 blockbuster movies in up to six languages and local TV services that are available on demand. The IPTV solution is fully integrated into the hotel's own property management system. Amongst other things, this enables the use of a direct messaging function via which messages can be sent directly to a guest's room, where they are displayed on the television screen. The layout of the message can be tailored individually to the customer and be adapted to the hotel's design. For example, the program configuration can be preset automatically according to the guest's country of origin so that typical TV stations from that country appear at the top of the channel list.

Entire service is managed by Swisscom

In addition to providing Swisscom IPTV for guests, the entire communication infrastructure of the more than 100-year-old hotel has also been renewed. Swisscom manages the new telephone exchange, the Swisscom IPTV solution and the public WLAN network and wired Internet access for a fixed monthly price, thereby ensuring that the infrastructure is always state-of-the-art. As a result, the Hotel Waldhaus can concentrate on what it does best: providing a perfect service for its guests. "We are pleased that Swisscom can offer us an IPTV solution tailored specially to the needs of a luxury hotel, which can also be implemented in older buildings without additional wiring. This enables us to provide our guests with more services and comfort in the digital realm," says Claudio Dietrich, manager of the Hotel Waldhaus. "At the same time, we are pleased to have Swisscom as a partner



swisscom

Press release

from whom we can acquire all our television and telephone equipment and who will also maintain it. Because Swisscom takes care of everything, we can concentrate fully on our guests."

Further information:

Managed Services from Swisscom: www.swisscom.ch/managedservices

Swisscom Hospitality: www.swisscom.ch/hospitality

Berne, 14 March 2012