



# Hotel 'Le Méridien'

## Reliability Comes First

"SpinetiX has the best value offering and a viable solution for the years and decades to come"

Mr. A. Lhermite, Area Director of Finance of 'Le Méridien'

### Mission

In Nice/France, the hotel management team of 'Le Méridien' faced a major issue: their PC-based signage solution was crashing once a day. All the PC's got moved to an air-conditioned closet but it didn't improve the situation.

For a luxury 4-star hotel, this was unacceptable and not conceivable with the hotel philosophy of highest possible customer satisfaction. As a result, a new digital signage solution was needed. But in addition to more robustness and reliability, the new solution should allow as well to display more divers and entertaining information.

### Solution

SpinetiX was chosen to replace the legacy PC-based installation for the total of 11 screens. They are mainly dispatched in the conference center area, one at each door and 3 large screens next to the escalator and main entrance doors.

Because of the small form factor of the SpinetiX HMP100 units it was very easy to hide the units behind the screens or in the false ceilings. No special cooling installation was needed as the HMP100 only consumes 2 Watts. So, no need to have an air-conditioned closet anymore.

The removal of the previous system lasted one day. The installation of the entire SpinetiX solution not more than one hour! Today, the solution is used by the head waiters and the event managers, in total 10 people.

The used features are: various calendar scenarios and play list with video contents (hotel presentation, city tours and cultural activities), high quality pictures and power point slide shows. Each conference center room screen displays by default the guest corporate logo, the work agenda and some guidance signs. The platform allows the guests to communicate their own messages during their events.

### Customer

- 'Le Méridien' Nice/France
- Part of the 'Starwood Hotels & Resorts' group
- 1000 m2 of conference center area
- 318 rooms
- 250 employees
- 2 restaurants

### Results

- SpinetiX platform achieved with ease its mission
- All of the HMP100 devices are running since the installation date back in 2007, no reboots or crashes at all
- No burdens of legacy PC-based solutions anymore
- The SpinetiX solution brings next generation technology
- The HMP100's allow to display any kind of content
- Customer observed positive impact of its guests
- 'Le Méridien' is fully satisfied and recommends it as the de-facto solution for the other hotel chains

### Conclusions

Any system should be designed to stand the challenges of the future. For 'Le Méridien' it was first important to solve their PC-based problem.

After the installation of the SpinetiX platform they now can offer more benefits to their customers. New initiatives like interactive displays, pre-defined corporate messaging, trainings and content updates from the chain staff are now available in their proposition.