



ENKAY CONVERGED TECHNOLOGIES LLP
(A Lalbhai Group Company)

CASE STUDY

A FULLY AUTOMATED CLUB WITH HELP OF CONVERGED TECHNOLOGY SOLUTIONS FROM A SINGLE WINDOW

CUSTOMER

Upcoming Luxuriou Hotel in Mumbai

INDUSTRY

Hospitality

CHALLENGES

- To create a flexible, reliable, resilient ICT infrastructure for seamless customer experience.
- To ensure full-proof security and safety of human and assets while optimizing the customer experience and simplifying staff management

SOLUTION

- A fully-converged ICT solutions which are modular and scalable meeting current requirements and offering investment protection.
- Backed by professional SLA covering implementation, training and after sales support ensuring “close to zero” downtime.

RESULTS

Fully automated club with the help of Converged Technology Solutions from a SINGLE WINDOW taking care of not only design and implementation but also support for years ensuring cost effectiveness and reduced downtime resulting on great ROI, eventually peace of mind.

CHALLENGE

The first challenge was being first project in hospitality, the management lacked desired exposure and experience in terms of role of technologies to enhance operation and performance of the club. Obviously, the management wanted the property to be fully equipped with state-of-the-art technology solutions offering flexible, reliable and resilient ICT infrastructure. One of the most critical challenge here was the bandwidth management so that different solutions can utilize single common IP network. This is especially important to ensure that audio/video related technologies such as CCTV (surveillance cameras), IPTV (TV system) and VoIP (telephone) – systems that highly depend on IP streaming techniques – are not jittered offering uninterrupted experience to customers.

The projects need multiple products for which numerous brands and options are available. No single brand can even claim they can cover every need. So it becomes absolutely critical to ensure that the right products from trustworthy vendors are determined for each specific project, based on the project requirements as well as the priorities. It is also very important to ensure that the selected technologies and products can seamlessly blend into a single solution.

ABOUT ENKAY

A Lalbhai Group company – Enkay Converged Technology LLP designs and executes a wide range of technology solutions for your enterprise – your customers, people and processes, to help you compete in a fast-paced technology landscape.

With 37 years of industry experience, Enkay today, has a significant presence in the enterprise business such as BFSI, healthcare and manufacturing and enjoys leadership position in hospitality segment. Enkay has been rated among the best in terms of having strong after sales support set up backed by professional SLA.



AV Integration
& Automation



Enterprise
Communication



Network
Infrastructure



Security &
Surveillance

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SOLUTION

After thorough research and deliberation, the client chose Enkay based on its consultative approach and the ability to deliver end-to-end converged technology solutions. Enkay, with its understanding of diverse technologies and expertise in hospitality segment, could demonstrate its power right from consulting to the designing to sourcing from globally renowned OEMs and finally implementation.

Enkay made an in-depth study and offered solutions from IP telephony to network solutions, from AV solutions to surveillance at the premises, various kinds of cutting edge technologies that bring benefit to the club. The voice solution supports employees, plus visitors, which is facilitated with Alcatel-Lucent OmniPCX Enterprise for business telephony along with contact center application. OmniPCX Enterprise solution offers high reliability, scalability and flexibility thus enabling employees connect in real time anytime anywhere irrespective of their location. Enterprise grade switching infrastructure for wired and wireless data ensure voice/data/video connectivity for seamless experience. Professional LED displays for Digital Signage and other variety of contents (LG), Background Music System (BOSE), and Public Address System with (Honeywell) were offered for various AV needs. A sophisticated Security & Surveillance Solution, Access Control System with (Samsung) and (HID) respectively, gave the management full confidence on property being fully secured and safe. Solution also included vehicle access control with Boom Barriers of (CAME) make.

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CUSTOMER BENEFIT

With in-depth understanding and expertise in hospitality, Enkay offered modular and flexible industry solutions through SINGLE WINDOW along with implementation and after sales support facility under professional SLA. This ensured cost effectiveness in capex and also Investment and technology protection over years.