

CLIENT: ELITE HOTELS
INDUSTRY: PRESTIGIOUS HOTEL CHAIN



THE CLIENT

One of four fine English hotels owned by Elite Hotels, Tylney Hall is a Grade II listed building and remains an outstanding example of a luxury country house hotel that has never lost its old world sense of charm, whether you are visiting for business or pleasure.

Situated in 66 acres of parkland & gardens in the small north Hampshire town of Hook, the building dates back to 1898 and is very popular with leisure guests as well as for corporate events and weddings.

THE CHALLENGE

Being a listed building of significant stature, the internal cabling and infrastructure is limited in its development, however, this has to be balanced with the business and leisure travellers need to access high speed internet. Event and corporate devices, needed to run the business, also require highly available, highly resilient wireless and wired connections. The challenge was to deliver excellent wireless coverage and high speed internet access without altering the physical structure of the building. So no new cables, just the historic telephony cables that were in situ.

THE SOLUTION

Astro has effectively turned Tylney into its own Fibre to the Cabinet (FTTC) node by delivering a fibre Ethernet circuit into the building and then delivering an ISP grade VDSL solution, served from the comms room and delivered to many of the guest rooms and public spaces over the existing copper. Where power and copper phone lines were available, a Meraki Access point has been installed providing near total coverage across the estate and high speed internet access of up to 100Mbps in to many of the rooms. All this is monitored and managed by Astro's managed service 24x7x365.



SIMON WILLIS, OPERATIONS DIRECTOR, ELITE HOTELS, SAYS...

"We have worked with Astro Communications for 6 years and in that time we have expanded the IT services we receive from them. The relationship works extremely well as Astro understands completely how we work. They are engaging and provide advice and ongoing support to help us plot a course to where we want to be. Astro's customer service is exemplary; their team has a common sense approach and have got to know our people. That personal touch is important to us. On a higher level, the Astro Management Team are all approachable, easy to get hold of and very efficient and prompt in helping us."