



**The Merrion Hotel is a popular hotel situated on the promenade in the heart of Llandudno. The Merrion has been owned and operated by the Bream family for three generations.**



The 65-bedroom hotel has recently been refurbished. All rooms are en-suite, with disabled access and a lift to all floors. The hotel prides itself on its superb cuisine, attractive bedrooms and attentive service - all delivered in a warm, friendly and comfortable environment.

### **The Situation**

The hotel first approached Comms Management to install a new phone system. Paul Bream, owner of the hotel explained, 'We have used Comms Management for two major projects within the hotel. The first was in December 2015 when our entire telephone system failed. I contacted Comms Management and they were able to supply and install a new Avaya telephone system very quickly and professionally.'

Paul continued, 'Following this success, when I started to plan for a new Wi-Fi solution in the hotel, Comms Management were a first port of call. Fortunately this time we had more time to plan the project.'

### **The Solution**

Comms Management undertook a full Wi-Fi survey of the premises and took the time to really understand the needs of the hotel and their customer base. They looked at options for their current needs and also ensured they recommended a future-proof option which would enable the hotel to meet the future needs of its guests too. They looked at the infrastructure and recommended the installation of high speed network switches, terminated cabling, data cabinets and some 35 access points.

Paul said, 'During my initial meeting with Paul Williams, he informed me that a Project Manager, Steffan Whiteley, would be assigned to oversee the whole project. Following an initial survey of the building to assess the coverage required for the Wi-Fi, costing and terms were agreed.'

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**I would highly recommend Comms Management to a business looking for an IT supplier.**

Paul Bream, Hotel Owner

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### The Result

It is very important to the Merrion that their guests have an enjoyable and relaxing experience when they stay. In the future, the hotel intends to install a Smart TV in every guest bedroom. The Wi-Fi connection gives the bandwidth which enables HD quality. The guests will be able to login via Facebook which shows up on their account and also provides a mention for the hotel. The guests will then be able to download and enjoy films during their stay.

Paul continued, 'Throughout the entire process, the project was handled professionally and on time and the support received from Steffan was superb throughout. I would highly recommend Comms Management to a business looking for an IT supplier.'

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