



# Radisson Edwardian Hotels

## Five Star Service with a Citrix® Solution

### Key Benefits

- Web-based access to crucial corporate applications and data
- Freedom and flexibility of access for employees
- Advanced IT management capabilities from a single central point
- Instant application deployment to new hotels and global offices

### Applications Deployed

- Microsoft® Office 2000, Exchange 2000
- Tutor Pro – an online computer-based training application
- In-house applications, including financial, purchase-order, and front desk booking system

### Networking Environment

- Citrix® MetaFrame XP™ Presentation Server for Windows® running on 12 Dell Poweredge servers with dual PIII, 933 MHz processors, and 2 GB RAM
- Microsoft® Windows® 2000 Servers
- WAN 256K Kilostream
- Client devices include Dell workstations and laptops
- Mediapps.Net.Portal

### About the Citrix® MetaFrame® Access Suite

The Citrix® MetaFrame® Access Suite is a set of integrated products that provide secure, single-point access to managed enterprise applications and information resources, and simplify their deployment, management, monitoring and measurement in heterogeneous computing environments.

[www.citrix.com](http://www.citrix.com)

Radisson Edwardian Hotels is London's largest privately owned hotel group, with over 2,000 bedrooms across the city. The group's philosophy of customer care and quality of service has been recognised by many prestigious awards.

### The Challenge: Catering to Information Access Needs

In the competitive hotel business, quality customer care is crucial to success; to facilitate this, many employee groups require instant access to a variety of information, from reservations to beverage stock, to financial data. The Radisson Edwardian decided to implement a corporate portal to provide personalised information access to its employees. The company chose Mediapps.Net.Portal, which aggregates content into one workspace, allowing users easy access to information from existing data sources.

However, the company also wanted to provide employees with Web-based access to the business applications that keep the hotels running smoothly. This access would enable the company to allow newly opened hotels, as well as sales offices in the US and Australia, to access central applications and information much more quickly and efficiently.

### Implementing Citrix® MetaFrame XP™ Presentation Server

As a long-time user of Citrix® software, Radisson Edwardian decided to implement Citrix MetaFrame XP™ Presentation Server with Microsoft® Windows® 2000 Servers. Using the web interface feature of MetaFrame XP Presentation Server with Mediapps.Net.Portal technology, the company provides intranet-based access to applications and information. Mediapps.Net.Portal provides the user interface, personalisation, and content aggregation, while web interface provides the means to access the company's business applications from a central server.

Now, employees log-on to the company's enterprise portal for customised content and applications. "Citrix MetaFrame XP Presentation Server has enabled us to implement a virtual desktop, a genuinely innovative solution for the hospitality industry," said Iype Abraham, Head of IT, Radisson Edwardian. "Our users are not

restricted in any way – they can access information and applications from one of the hotels, their homes, or even an Internet café."

### A "One-Stop-Shop" for Information and Data

Radisson Edwardian's solution has proved highly cost-effective and easy to use. "One of the advantages is the low total cost of ownership," commented Abraham. "We have ten hotels that need no onsite support because everything is managed centrally from one location. Also, we can bring other hotels on board very easily by simply supplying devices equipped with standard Web browsers and a network connection."

The ability to personalise content is vital to the hotel chain. "Radisson Edwardian can effortlessly specify the applications and data each user should have access to," said Abraham. "For example, the staff at the front-desk have access to the hotel booking system, whereas the accountants have access to financial applications. The advantage of the solution is that the employees have a one-stop-shop for all information and data, which enables them to provide the highest level of customer service."

In addition to customized application access, Citrix MetaFrame XP Presentation Server provides Radisson Edwardian with advanced centralised management capabilities. The access management console is a comprehensive feature that provides single-point command and control of the entire MetaFrame XP Presentation Server farm. "The access management console is a fantastic tool, allowing us to easily monitor and manage servers, applications, licences, and users," explained Abraham. "Also, we can provide support for our 400 users without having to leave head office – with only six IT staff this is a big bonus."

### Future Plans

"Our corporate portal is going to be key in enabling the future expansion of the company," said Abraham. "As we bring more hotels into the Radisson Edwardian fold, Citrix MetaFrame XP Presentation Server will help us act as an internal ASP, bringing new establishments and sales offices around the globe online quickly and securely."