



Distinguishing Factors in the Hospitality Industry



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Nicolas Corrochano
Vice President of
Information Technology
MDM Hotel Group Ltd, Miami

JW Marriott Hotel, Miami, Florida

At the JW Marriott five-star hotel in downtown Miami, Florida, "Rooms are equipped with every amenity you might need," according to Frommer's travel guide. The luxury hotel opened its doors in October 2000, targeting business travelers with a combination of European hospitality and modern business conveniences. For Internet access, guests have a choice between lugging a laptop to their room and plugging it in, or pushing the "on" button of a Wyse® Winterm™ terminal.

The 300-room JW Marriott Hotel features three executive level floors, with a concierge lounge, 24-hour business center, an upscale restaurant, banquet and conference center facilities, an outdoor pool, and a health club. Owned and operated by the MDM Hotel Group, Ltd., the new 22-story property received the "Best Product" award for a Marriot franchise hotel.

High-tech Amenities

During the design of the development, the planning team determined that technology access was an important feature for the high-end concierge floors and meeting facilities. Financial service companies heavily populate the Miami neighborhood where the hotel is located, and the MDM Hotel Group wanted business travelers to experience comfort, quality, and connectivity.

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Solution Architecture

- Wyse Products
 - Wyse® Winterm™ thin clients, Wyse™ Rapport® management software
- Terminal Server OS
 - Microsoft® Windows 2000, Terminal Services
- Network
 - T-1

A Better Solution: Wyse Winterm Terminals and Rapport Software

Every room in the hotel is networked with high-speed access that guests can use with their own computer or the in-room Winterm terminal that provides instant connection with a push of the button. The thin clients have no hard drive, floppy drive, or other such devices to break down or cause performance problems. They connect to servers where all applications are hosted and only the screen image travels the network. The small footprint, wireless keyboard, and flat screen display make an elegant, high-tech addition to the room design.

MDM Technical Solutions, the in-house IT provider for the development group, keeps the Winterm terminals current using Wyse™ Rapport® management software. The remote administration software enables the IT department to upgrade thin clients by "flashing" the read-only memory, and to test configurations and manage inventory without disturbing guests or visiting hotel rooms and meeting areas.

World-renowned Service and Attention to Detail

Guests have offered nothing but compliments to Corrochano and his staff with regard to in-room access to the Internet. The intuitive design of the Winterm terminals makes it easier for guests to use than connecting their own equipment to the available data jack. Other options, such as television-based Internet access do not provide the experience expected by the hotel's upscale clientele.

"Quality-wise, it is much better than a connection through a TV," said Corrochano. "The Wyse Winterm terminals have a good screen image for email. The response time on the terminals is very fast and the speed is better than other options. You are only carrying the browser image across the network and we have enough bandwidth."

MDM began the project with Winterm terminals in rooms on the three concierge floors with Internet browser access. According to Corrochano, "We have had thin clients for three years. The only thing we've done is add more. On the IT side we don't have the burden of disturbing guests. As a guest, you are very pleased."

Upon the success of the pilot program, new floors were equipped. The IT staff set-up servers and worked alongside the housekeeping staff to enter rooms and assemble the Winterm terminals. The process at most took 20-25 minutes per room.

Responding to Success

As MDM plans new residential and office space developments in the Miami area, they are considering network-centric computing with Wyse Winterm terminals as an upscale amenity. Corrochano notes that technology groups have chosen the JW Marriott Hotel as a meeting place and travel accommodations because of the high-quality and pervasive technology access.



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