



## Success Story

### Trouville Hotel Connect with WiFi Spark

## Overview

#### Profile

Sector: Trouville Hotel  
Website: [trouvillehotel.com](http://trouvillehotel.com)

#### About

The Trouville Hotel is a family business established in Bournemouth in 1983. The Hotel is well established and located in the heart of Bournemouth just a few minutes stroll from the town centre, gardens, award

winning beaches and the Bournemouth International Centre. Renowned for its high level of customer service and superb cuisine, along with its luxurious art deco surroundings The Trouville Hotel in Bournemouth is the perfect choice whether you are visiting for business or pleasure.

#### Solution Features

- Full WiFi compliance
- Branded User Experience
- Content filtering
- User and device analytics
- Optional marketing opportunities
- Quality hardware
- Lawful intercept capability

#### Requirement

The hotel is situated in central Bournemouth surrounded by competition for room bookings all year round. Rui Teles the hotel manager investigated ways in which to overcome his challenge of increasing room sales bearing in mind that the Trouville Hotel was already offering outstanding services and luxurious surroundings at competitive rates. Rui established that today's aggressive competition for room sales, coupled with the fact that technology plays a huge part of everyone's life, he needed to offer a high quality yet free to use WiFi service throughout the hotel.

#### Solution

WiFi SPARK was chosen and installed a solution in the hotel that provided 100% WiFi coverage to all areas. Guests were therefore able to benefit from free WiFi in their rooms, the lounge, bar and meeting rooms.

#### Benefits

- Fully managed service
- 24/7 helpdesk
- Content Filtering
- Free to use
- Fully branded welcome portal
- Quality hardware and installation
- Remote monitoring of all hardware
- Usage statistics
- Enhances the guest experience

The Trouville Hotel's Manager, Mr Teles, has been amazed at the impact free to use guest WiFi has had on his room bookings. Return on investment has been far quicker than he had budgeted for. It is now official that the Trouville Hotel in Bournemouth offers an all round outstanding package to all guests including free to use WiFi in all areas of the hotel.