



## Next-Generation Wireless Connectivity Enriches Hospitality Experience at Mandarin Oriental, Kuala Lumpur

KUALA LUMPUR, Malaysia - November 24, 2009 - Mandarin Oriental, Kuala Lumpur, will provide highly secure high-speed [wireless](#) Internet access throughout its premises through an upgrade of its network infrastructure. Pioneering the adoption of Cisco's next-generation 802.11n, or Wireless-N, technology in the local hospitality industry, the high-speed wireless connectivity provides guests with an enriched communications experience, allowing Internet access anytime, anywhere and on any device.

According to Pierre Barthes, general manager of Mandarin Oriental, Kuala Lumpur, the technology upgrade is part of the hotel's commitment to listening and responding to customer needs.

"The hotel hosts a significant number of corporate guests and business travelers, a unique demographic that relies heavily on connectivity. A service essential for the hospitality industry, Internet access has become a prerequisite tool for business and lifestyle, evident from our customers' demands for reliable access. As an innovative leader in the hotel industry, we are committed to continually improving our products and services, and the adoption of Cisco's next-generation wireless technology will prepare us to evolve to a level that matches our customers' requirements," Barthes said.

With Cisco's next-generation 802.11n wireless solutions, Mandarin Hotel's guests will be able to enjoy reliable connectivity and widespread wireless coverage. Using the network as a platform for connectivity, guests have access to an enhanced end-user experience with data, voice and video capabilities. Prior to the revamp, the guest rooms were equipped only with standard fixed-line Internet access, and wireless connectivity was restricted to public spaces and meeting rooms. The speed, stability and quality of these connections were not stable, especially for bandwidth-intensive and rich-media applications such as video.

The Mandarin Oriental's network infrastructure comprises Cisco® Catalyst® switches, wireless LAN controllers, Cisco Aironet® wireless access points and Cisco integrated firewall solutions. It was implemented by IT service provider I-Net Sdn Bhd.

"Cisco is proud to be able to work closely with Mandarin Oriental, Kuala Lumpur, for implementation of the next generation of wireless technology. Internet connectivity has become the fourth utility that individuals and businesses alike come to expect wherever they are, whether at home, at work, at play or on the road. The network has truly become the platform that can transform businesses and whole economies, which is why broadband has appeared on the agenda of governments around the world, including Malaysia," said Anne Abraham, managing director of Cisco Malaysia.

"Our role was to ensure the smooth transition to the new system with minimum interruption to the day-to-day business operations of the hotel. Cisco's solutions seamlessly interoperated with the hotel's existing IT infrastructure, shortening the migration process," said Joshua Ong, executive director, I-Net.

## About Mandarin Oriental, Kuala Lumpur

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most prestigious hotels, resorts and residences. Mandarin Oriental now operates, or has under development, 41 hotels representing over 10,000 rooms in 25 countries, with 17 hotels in Asia, 14 in The Americas and 10 in Europe and North Africa. In addition, the Group operates, or has under development, 13 Residences at Mandarin Oriental, connected to the Group's properties.

Photographs of Mandarin Oriental are available for download, in both high and low resolution at the [Photo Library](#) of our Media section, at [www.mandarinoriental.com](http://www.mandarinoriental.com).

## About I-Net

Established in 2003, I-Net is one of the leading IT service providers with headquarters in Singapore and offices in Malaysia, Indonesia, Thailand and China. With a comprehensive suite of IT solutions, systems integration, maintenance, IT outsourcing and managed services, I-Net strives to be the advocate of technology innovations and delivers the best services to all their customers with the upmost integrity. For more information, kindly visit <http://www.i-net.asia>.

## About Cisco Systems

Cisco, (NASDAQ: CSCO), is the worldwide leader in networking that transforms how people connect, communicate and collaborate. Information about Cisco can be found at <http://www.cisco.com>. For ongoing news, please go to <http://newsroom.cisco.com>. Cisco products are supplied in Malaysia by Cisco Systems International, BV, a wholly owned subsidiary of Cisco Systems, Inc.

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