Case Study

Empowering the Hospitality Industry

with an innovative, smart workplace.

Atos and Intel® partnered in a "proof-of-experience" to create meeting spaces of the future with the Intel Unite® solution.

"We have deployed Intel Unite® into more than 180 meeting spaces, and it has offered easier access to the displays for our Ravinia corporate employees. The employees no longer have to worry if the cable in the room is functioning properly or if they have the correct dongles with them. We continue to see more and more utilization thanks to the built-in telemetry the Intel Unite solution provides. We started testing Intel Unite units in our regions to enable a consistent global user experience. We are looking forward to Intel Unite integration with additional technologies we use at IHG."

Lance Basler
Director, Global IT Solutions at
InterContinental Hotels Group (IHG)

Executive Summary

In many hospitality companies, attempting to collaborate with colleagues in outdated meeting spaces can be challenging and time-consuming. InterContinental Hotels Group® (IHG) was no exception. At their Atlanta headquarters, there were a wide variety of cable connection options, making it difficult to start meetings quickly. Connecting devices to displays was complicated, and remote participation in meetings was difficult. Connectivity, when available, was often unreliable, and video quality could be poor. Now, using the innovative Intel Unite® solution, IHG employees can easily collaborate in modern connected meeting spaces.

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Delivering the digital workplace of the future

Atos and Intel are working together to deliver the digital workplace of the future. Today, mobile and wireless technologies are seen in almost every aspect of business and personal life. Organizations have benefited from increased user productivity and efficiencies by adopting mobile devices such as laptops, tablets, smartphones, watches and peripherals. These devices can be complex to manage and use, with the need for a multitude of cords to fit different device makes, models, styles and versions. For every new device, it seems as if there is a different connector, a different power supply and a different video interface. In a corporate environment, conferences and presentations can be delayed, leading to lost business opportunities as users waste time searching for the compatible cables, connectors and dongles while preparing to present. Traveling today requires a bag just for the myriad cables and connectors that may be required in different locations.

It is our vision to provide quality standard solutions to free users from these limitations. Our wireless enablement offering integrates thought leadership with wireless technology—such as video display, printing, audio, and networking—all designed to help you benefit from a more efficient working environment.

"At Atos, we recognize the value of partnerships. Working with Intel in the development of Intel Unite for enterprise customer environments is a catalyst for achieving broad deployment of the digital workplace experience—the place where content, context and the user experience come together securely driving productivity in a connected world."

John Minnick,
Senior Director, Global Strategic Technology Partner Team, Atos

IHG: A world leader in hospitality needed a world-class collaboration solution

IHG is a global organization with a broad portfolio of hotel brands. It franchises, leases, manages or owns more than 5,000 hotels and nearly 780,000 guest rooms in almost 100 territories and countries, with more than 1,500 hotels in its development pipeline. More than 350,000 people work across IHG's hotels and corporate offices globally.

The company is committed to providing its employees with the tools they require to be as collaborative and innovative as possible. It began consolidating a number of operations into a single campus in Atlanta, Georgia in 2017, and the company saw an opportunity it could not afford to pass up: a showcase workspace transformation that would reflect their brand and culture, and could be extended to other sites and guests around the world.

The Ravinia campus was running on older, needlessly complex communications and collaboration technologies. Every meeting room required three separate adapters to accommodate VGA, DisplayPort, and HDMI technologies. To conduct meetings, users had to purchase adapters; these meetings would routinely take 10-15 minutes just to set up, and employees were tethered to one physical location. Only one person could present at a time; to switch presenters, meeting participants had to disconnect cables from one computer and reconnect to another. Often, the cables proved to be too short. IHG was looking for a solution to replace its outdated, expensive systems with something more cost-effective and easy to use. And it needed a partner that understood its global presence.

Intel Unite® takes the effort out of collaboration and management

Atos partnered with Intel to create a proof-of-experience for wireless meeting spaces using the Intel Unite software solution. This new collaboration environment delights employees, eliminates meeting delays, and makes sharing files effortless.

At the same time, built-in telemetry provides building operations and IT management with room and equipment usage information. This enables staff to better manage conference rooms and meeting areas. The data also gives insight into meeting participant engagement levels.

Intel Unite by the numbers[1]:

- **93% less time to switch presenters**
- **Up to 63% less time to share files with participants**
- **89% less time to collaborate with multiple presenters**

"Employees love Intel Unite for its simplicity to start meetings, share ideas and collaborate. It drives peace of mind when presenting and increases productivity. We're seeing an evolution in meeting spaces with a growing number of huddle rooms. We want to give IT an easy way to put compute power in these rooms that maximizes productivity for employees while providing the security and manageability IT demands for maximum uptime, all at an affordable price point. Intel Unite built on our Intel® vPro™ business platform is uniquely driving this value for IT and employees."

Stephanie Hallford
Vice President and General Manager for the Business Client Platform team, Intel

Making the most of every meeting

At the beginning of a meeting, users connect wirelessly to the Intel Unite solution—no physical connections are necessary. Anyone can start presenting quickly, in any room or meeting space, without worrying about whether a cable fits a computer. Teams can easily share content and focus on the work at hand instead of on connectivity issues. They're able to collaborate more effectively and make most of their time together.

To prove this, the project team conducted sample meetings in two ways: using HDMI cables to connect to the larger display, and using the Intel Unite solution. They found that the Intel Unite solution let a presenter get started more quickly and made it easier and faster to switch presenters because no cables were required.

With Intel Unite, as many as four users can share their screens simultaneously on a single larger display. An annotation feature allows people to draw attention to anything on the screen, circling, underlining, or jotting notes as if using a whiteboard. And switching from one presenter to another is as easy as clicking a button; there's no need to swap cables and waste time.

Sharing files with the Intel Unite solution is also simple and quick, and avoids the frustration that often accompanies email and uploading files. Any attendee simply clicks on a file to make it immediately accessible to everyone in the meeting. Feedback from IHG employees has been overwhelmingly positive.

About Atos

Atos SE (Societas Europaea) is a leader in digital services with pro forma annual revenue of circa €12 billion and circa 100,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, and Big Data & Cyber-security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defense, Financial Services, Health, Manufacturing, Media, Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline.
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About Intel

Intel (NASDAQ: INTC) expands the boundaries of technology to make the most amazing experiences possible. Information about Intel and the work of its more than 100,000 employees can be found at newsroom.intel.com and intel.com.

For more information visit:
www.atos.net/workplace
www.intel.com/unite

[1]http://www.marketwired.com/press-release/intel-unite-can-streamline-meetings-and-presentations-promote-collaboration-2119372.htm

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