



# *IBM Network Station pioneers in-room network computing at Täby Park hotel.*

Since September 1997, guests at the Täby Park hotel near Stockholm, Sweden, have had more to choose from than just smoking or non-smoking rooms with double or king-size beds. They can also choose in-room access to the Internet and e-mail using the IBM Network Station™ Series 300 network computers.

If that sounds convenient and innovative, it is. In fact, the 147-room Täby Park, which is part of the global Best Western hotel chain, was the first hotel in the world to install in-room network computers, primarily as a service to the hotel's business travelers.

Today, the Täby Park hotel has Network Stations installed in ten guest rooms, a two-story penthouse conference room, the reception desk and the hotel lobby. All are connected to the Internet and to server-based applications through an Intel-based NT server.

In addition to the Internet and e-mail, guests using the Network Stations have access to Windows-based office productivity applications such as Lotus® SmartSuite®, a fax application, and data/video presentation equipment.

## **Ideal for the non-technical**

"You need to understand, hotels are not technically oriented. We're hospitality oriented," says Catrine Bjorn, sales manager at the Täby Park. "Nevertheless, our business and conference guests need access to computers and may not want to lug around their laptops with them."

According to Bjorn, many business guests want to be able to do their work when they return to their rooms. That may include drafting memos and reports, updating presentations, checking e-mail and Internet newsgroups, and sending

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## **Application**

Providing guest-room Internet access and e-mail

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## **Hardware**

IBM Network Station, Intel-based NT server

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## **Software**

NC Navigator browser, Lotus SmartSuite and office productivity applications, e-mail

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*Guests at the Täby Park in Sweden use the IBM Network Station to take advantage of the Internet and other office applications from their rooms.*



A guest uses the IBM Network Station in the Täby Park hotel lobby.

faxes. "Guests in our 'Internet business rooms' can do all this from the Network Station today, and they love how easy it is to use," Bjorn says. "We've even made things easier by hiding the Windows program manager and replacing it with a screen that has simple icons for the Internet, Lotus SmartSuite and Microsoft® Office."

**More secure than a PC**

While convenience and service are concerns for any hotel, security is also an issue and is an area where network computers far outshine PCs. Because the Network Station has no local disk storage, the hotel doesn't have to worry about viruses and guests don't have to worry about others viewing the contents of their files after they've left.

"You'd be surprised," Bjorn says. "I've heard of people scouring hard disks for information that was left by the previous guest. A lot of hotels make it a policy to erase the hard drive each time a guest leaves, just like changing the towels."

The Network Station also eliminates the possibility of guests making copies of applications the hotel provides. This

is because with the Network Station all applications are safely stored on the server in the hotel's administrative offices.

The hotel doesn't worry about guests taking the Network Station itself. "They're bolted to the wall," Bjorn says. "Besides, there's not much use for a Network Station if it isn't attached to a network."

**Easy to own and run**

Non-technical, easy to set up, administer and use ... according to Bjorn, all are reasons the hotel selected IBM Network Station network computers.

"I'm not a techie," Bjorn confesses. "But I can see that the Network Station is less time consuming to operate and less expensive than a PC. We have one server to load our local applications on, and that's all we have to worry about. So far, there have been no problems."

If a problem ever did arise, the Täby Park hotel maintains a close relationship with its local IBM Business Partner, Min Dator, that can examine and troubleshoot the hotel's network and server remotely.

In the future, Bjorn thinks the Network Station will find many additional uses in the hotel, including running Java™ applications and intranet access. "I expect that we will eventually use Network Stations for room service, concierge-type services and handling check-out billing," she says. Games, too, are a draw. "After a hard day of work," Bjorn says, "some people just want to sit back and play a mindless computer game. We're looking at how we can make that happen, too."

**For more information**

To find out more about how network computing with the IBM Network Station and the IBM family of servers can help you make the most of your business opportunities, call 1 800 IBM-7080, priority code 6N7BK005, in North America. Outside North America, call 416 383-5152, priority code 6N7BK005.

Or, if you have access to the Internet you can find additional information via the World Wide Web at [www.ibm.com/inc](http://www.ibm.com/inc).

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