The background

Swisscom is Switzerland's leading telecommunications provider, with almost 4.9 million mobile customers, around 5.25 million fixed lines, and almost 1.6 million broadband connections. Swisscom offers IP network management to hoteliers and high-speed internet-based services to guests and clients of the hospitality industry across Europe and North America. Its hospitality services, including conference services business, business centre solutions and guestroom high-speed internet, enables hotel guests to keep in touch and work productively when on the move.

A wireless world

Black Box installs Swisscom's Wi-Fi access points in locations such as hotels, railway stations, airports, serviced office complexes and coffee shops across the UK and Europe. A major part of the work involves providing wireless connectivity to hotels, with many sites requiring complete coverage, including common areas and bedrooms.

Reporting for business

Once tasked with a project, Black Box surveys the site and compiles a report for Swisscom on the most effective way to get wireless coverage across the given location. This could include the number of access points required to ensure coverage, cable routes etc. The next stage in the

Great relationship

Swisscom has worked with Black Box for almost five years now, the longevity of the relationship being down to Black Box's strengths in the following areas:

Working beyond the brief: *"Black Box often go beyond our strict guidelines, feeding back valuable information to us, which we rely on to help us make our Wi-Fi installations even better,"* says Jet.

Broad coverage: Black Box have engineers right across the country.

Trusted partner: *"Black Box and its engineers have excellent relationships with our own staff,"* says Jet. *"In fact, the Black Box engineers are almost considered part of the company. They get trained alongside our own people, either here or in Geneva, and always bend over backwards to help us. The relationship is so good we allow them access to our own internal tools and software for a seamless working relationship. We trust them with these and it means we save so much of our engineering time."*

Staff continuity: *"This is important for both the working relationship and knowledge retention in the fast moving area of wireless communications,"* says Jet.

Swift problem resolution: *"Black Box are always there in an emergency to help you put*

process involves Black Box carrying out installation and provisioning, leaving the system ready for testing.

Smooth operator

Black Box also provides an SLA/Maintenance Contract for the Wi-Fi sites, with a specialist team carrying out emergency maintenance, routine service and regular upgrades. *"The maintenance programmes run like clockwork and we have regular update meetings with the project managers,"* says Jet Jassar, Deployment Manager, Swisscom Hospitality Services.

things right," says Jet.

*"We are constantly putting Black Box under pressure and they always step up to the mark, I give them a straight ten out of ten."***Jet Jassar**Deployment Manager, Swisscom Hospitality Services