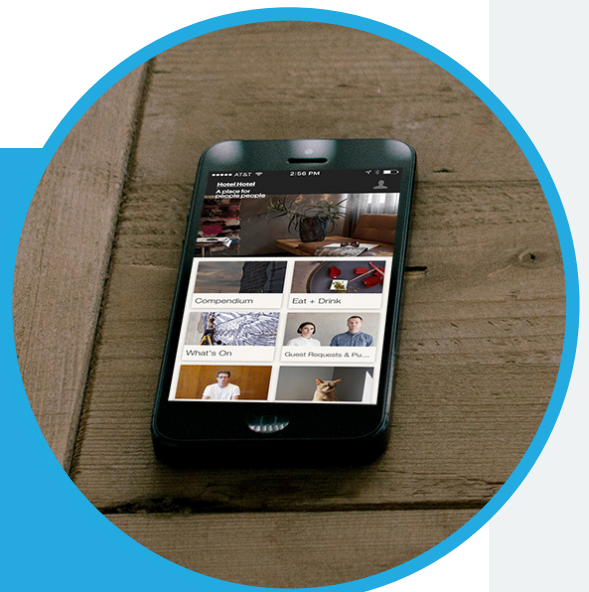# Hotel Hotel Canberra
Canberra, Australia

Case Study

Hotel Hotel is located in the cultural hub of Canberra, Australia, and resides on three floors of a residential building. One of its founding principles is sustainability.

When the hotel wanted to install digital guest services technology to support its commitment to paperless guest rooms, it turned to leading global hospitality technology firm Intelity.

Intelity was preferred as a solutions provider because of the large number of integrations the company offers between the ICE platform and a wide variety of hotel management systems such as MICROS Simphony™, MICROS OPERA and HotSOS, all of which are in use at the property.

The hotel features Intelity's ICE (Interactive Customer Experience™) Bedside software on in-room touchscreen tablets and ICE Mobile application for download to guests' personal Android or iOS mobile devices.

General Manager Tracy Atherton said, "We are the only hotel in Canberra to use this sort of technology, and it's a major part of our selling features."

The hotel approximates that 70% of guests use the technology at some point during a stay.

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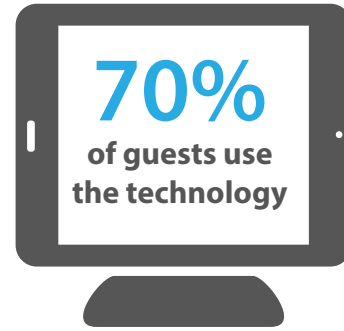
Two operational benefits for management and staff include:

- The ability to track service response times
- Ease of updating content, such as the digital compendium and menus

"We are the only hotel in Canberra to use this sort of technology, and it's a major part of our selling features."

- Tracy Atherton , General Manager
Hotel Hotel Canberra

Despite the initial financial investment, Tracy said the hotel has seen savings over time, thanks to the ability to remove paper collateral from the rooms. "For ongoing changes, it is great. You can instantly change and update collateral, which is very easy to do."

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