

Solution Definition

Infrastructure Needs:

- IT Equipment Room Requirements & Design
- Structured & Converged Network Cabling, indoor & outdoor
- Wi-Fi and Cabled Internet access, HSIA (High Speed Internet Access)
- Guest Room Design (plug & play - technology ready)
- Food & Beverage outlets/areas
- Recreational outlets/areas
- Public areas
- Offices

Applications Needs:

- PABX (Telephone Systems)
- TV Distribution System
- CCTV & Security Systems
- Garage & Parking System
- Property Management System
- Energy Savings & Control Systems
- Door Lock Systems
- Engineering Systems
- Office Automation & email
- POS (Point of Sale Systems)
- Table Reservation Systems
- Spa Systems
- Telephone Sets
- CAS (Call Accounting Systems)
- Voice Mail
- S&C (Sales & Catering Systems)
- Revenue Management Systems
- Customer Relation Management
- e-Marketing Solutions
- Call Center & Service Dispatch
- High Speed Internet Access
- Converged Staff Communication
- Materials Control Systems
- Accounting Systems
- Human Resources & Payroll
- Time & Attendance Systems
- Event Display Panel Systems
- Video on Demand
- Central Reservations Systems
- GDS and OTA
- Interfaces among all systems
- Smartphone, Tablet Applications

Solution Sourcing

CGEL continuously entertains & builds relationships with vendors to provide the most fitting solutions for each business. The solution search is based on: the customer's sales & marketing plan or target customer group, location and competitive set. CGEL is not, in any way, affiliated or "in bed" with any vendor.

Request for Proposal, Tendering and Bid Process

CGEL is experienced in formulating request for proposals which can be part of a tendering or bid process or not. CGEL manages the entire process for the client.

Solution Implementation

We have the experience to manage vendors, partners, owners and contractors to deliver projects on-time, on-budget and on-brand.



Standard Operating Procedures, P&P Manuals, IT Strategies & Road Maps

We write, review and update standard operating procedures for the operation and corporate office. CGEL formulates IT strategies and IT Road Maps with the resulting IT standards manuals.

Business Continuity Plan & Disaster Recovery Plan

We create tailored emergency operating procedures used in the event systems are not available and the information recovery procedure when systems are back in operation.

Cloud Computing

We consult our customers on the choices of cloud based systems available in our industry and how these can be more advantageous than on-premises installed systems.

Guest Technology Touch Points

We continuously research and monitors guest technologies for guest rooms, public areas, food & beverage outlets and outdoor facilities. We work with M&E, interior and exterior designers to exceed guest expectations and create customer loyalty through technology. For new developed properties or the renovation projects.

Audits

CGEL has been called on many occasions to perform operation reviews, due to staff turnover, external audit requirements, brand mergers or imminent large investment. Whatever the reason, we provide you with the analysis and suggestions based on the very specific customer environment.

Chief Information Officer — Chief Technology Officer {CIO — CTO}

CGEL offers you the knowledge and experience of your own Chief Information Officer or Chief Technology Officer on a consultant basis.

Project Experience — over 50 projects including 25+ Hotel, Resort & Spa Openings



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- New Orleans Inter Continental, New Orleans, Louisiana, USA
- Houston Inter Continental, Houston, Texas, USA
- San Diego Inter Continental, San Diego, California, USA
- Al Bustan Palace Hotel, Muscat, Oman
- Borobudur Inter Continental, Jakarta, Indonesia
- Bonaventure Inter Continental, Fort Lauderdale, Florida, USA
- Dubai Inter Continental, Dubai, United Arab Emirates
- Muscat Inter Continental, Muscat, Oman
- Riyadh Inter Continental, Riyadh, Kingdom of Saudi Arabia
- Semiramis Inter Continental, Cairo, Egypt
- Tamanaco Inter Continental, Caracas, Venezuela
- Kinshasa Inter Continental, Kinshasa, Zaire
- Sydney Inter Continental, Sydney, Australia
- Barclay Inter Continental, New York, New York, USA
- Pavilion Inter Continental, Singapore
- St. Anthony Inter Continental, San Antonio, Texas, USA
- Abu Dhabi Inter Continental, Abu Dhabi, United Arab Emirates
- De La Ville Inter Continental, Rome, Italy
- Mandarin Oriental, San Francisco, California, USA
- The Oriental, Singapore
- Bela Vista, Macau
- Mandarin Oriental, Koh Samui, Thailand
- Mandarin Oriental, Surabaya, Indonesia
- Mandarin Oriental, Kuala Lumpur, Malaysia
- Mandarin Oriental, Hong Kong
- Mandarin Oriental, Manila, Philippines
- The Excelsior, Hong Kong
- Mandarin Oriental, Jakarta, Indonesia
- Mandarin Oriental, Macao
- The Oriental, Bangkok, Thailand
- Phuket Yacht Club, Phuket, Thailand
- Kahala Mandarin Oriental, Hawaii, USA
- Mandarin Oriental Hyde Park, London, United Kingdom
- Mandarin Oriental, Miami, Florida USA
- Mandarin Oriental Hotel Group Head Office, Hong Kong
- Rosedale on the Park, Hong Kong
- Langham Place Hotel, Mong Kok, Hong Kong
- Park Place, Shanghai, China
- Tangula Luxury Train (Beijing to Lhasa, Tibet)
- Sofitel Wanda, Beijing, China
- Hong Kong Jockey Club
- The Luxe Manor, TST, Hong Kong
- Henderson Hotel Management Ltd., Hong Kong
- Soneva Kiri by Six Senses, Koh Kood, Thailand
- Six Senses Resort Laamu, Maldives
- Six Senses Resort Con Dao, ConDao Island, Vietnam
- Six Senses Spa: Westin Paris, France
- Six Senses Spa : Pan Peninsula London, England
- Six Senses Spa : Inter Continental Hotel Port Ghalib, Egypt
- Anantara Kihavah, Maldives
- Anantara Sathorn, Bangkok, Thailand
- Anantara Mui Ne, Saigon, Vietnam
- Anantara Riverside Bangkok (rebranded from Marriott Riverside)
- Absolute Hotels Group, Bangkok, Thailand
- Six Senses head office, Bangkok, Thailand
- Rembrandt Hotel & Tower, Bangkok, Thailand
- Proud Group Holding, Bangkok, Thailand
- Marriott International Asia Pacific, All Brands