



Case Study

Hospitality

Philips MediaSuite brings home-from-home hotel TV viewing to VIP guests at The Grove

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With Chromecast built-in and the ability to give guests access to enjoy their own streaming services on their hotel TVs, rolling out Philips MediaSuite through our guest rooms was the standout choice.”

Phil Hallam – Group IT Technical Manager at The Grove





Background

Set in 300 acres of beautiful parkland in Hertfordshire, UK, The Grove is a sumptuous, five-star hotel frequently visited by the rich and famous. The former home of the Earls of Clarendon and weekend retreat of Queen Victoria, the mansion house and extended properties have been beautifully restored and are now home to a range of elegant and spacious guest rooms, an award-winning spa with two swimming pools, a championship golf course – which played host to the 2016 British Masters – and extensive formal gardens.

Challenge

Accustomed to welcoming guests from around the globe, including Premiership football and NFL teams, golfing legends, music and movie stars and more, luxury experiences abound at The Grove. Its stunning guest rooms are no exception.

Planning an extensive refurbishment project, culminating in the full re-mastering of the 189 bedrooms in the contemporary West Wing, and understanding that combining intuitive cutting-edge technology with home-from-home comforts is key, the team at The Grove sought a hotel TV solution that delivered three fundamental needs. Built-in casting functionality, embedded streaming and gaming apps, and personalised content were all key.

Solution

The Grove turned to PPDS to support them, recognising that the Philips MediaSuite TV has all the features and functionality to meet the hotel's needs now and into the future. Turning the hotel team's vision for their guests into reality, a range of 43" and 55" Philips MediaSuite TVs were installed into all 189 rooms, delivering stunning picture quality, unrivalled content options, and an array of entertainment options, including Chromecast built-in, embedded streaming apps, and access to the Google Play store, as well as linear TV choice.



Delivering our guests' fundamental needs, there was no answer other than Philips MediaSuite."

The TVs are networked over a Tiger TMS hotel property management system (PMS), using the PPDS CMND content management platform for its guest interface. Creating a unique look and feel for The Grove rooms, the TV bezels were custom finished in a stunning pewter colour, and content has been customised, with guests accessing their unique interface using a QR code.

Benefits

Netflix-ready: Integrated Netflix enables intuitive access to guests' own accounts directly on the big screen. All log in credentials are automatically cleared upon check out via the Tiger TMS hotel PMS.

Chromecast built-in: Guests can cast their personal content – films, music, gaming and more – from their personal devices onto to the hotel TV without extra hardware or software configurations.

Personalised content: Making use of the exclusive PPDS CMND content management platform, The Grove can customise the hotel TV welcome screen and services to every guest.

Fast facts



Client
The Grove Hotel



Project
Remastering the West Wing for home-from-home comfort at The Grove



Location
Chandlers Cross,
Hertfordshire, UK



Products
189 x 43" and 55"
Philips MediaSuite TVs



Partners
Peter Tyson

