

Customer Reference

Scandic Hotels

Technical solutions for positive guest experiences

“I depend entirely upon reliable partners to cooperate with. With the client manager at Kinly, I can communicate my wishes and breathe a sigh of relief. Good dialogue, presence and confidence in partners is crucial!”

Jørn Olsen

Technical Project Manager, Scandic Hotels

Customer Reference

Scandic Hotels

The Scandic logo is displayed in a large, bold, red sans-serif font.**Company:**

Scandic Hotels

Size:

16,000 workers and a network of 280 hotels, distributed between approximately 55,000 hotel rooms.

Industry:

Hotel

About the company:

The Nordic countries' largest hotel chain with 280 hotels. Scandic can be found in all large towns, across the region.

Challenge

Jørn Olsen is the technical project manager for Scandic Hotels. When working on the technical solutions for the hotels, he always has guest experience in mind.

Olsen's workload consists of managing a series of construction projects for new hotels, and renovations to existing properties. He has at least some involvement in almost every aspect; room design, logistics, furnishings, ventilation and kitchens - not to mention his vast technical work in sound and image solutions. Here, he cooperates closely with Kinly, who have a framework agreement with Scandic Hotels.

As well as ongoing work in his hometown of Oslo, Olsen has projects all over the country - including a large project in Voss, which opens in 2020.

Solution

Like Scandic Hotels, Olsen favours universal design standards.

"Each guest should have the chance to be everywhere, regardless of the challenges. In the communal areas in Voss, for example, there are information screens and digital signposting solutions."

At Scandic Helsfyr in Oslo, a new build is to be annexed onto the original hotel building. With almost 200 rooms, it will be the biggest Scandic hotel in Norway.

"Many guests come here because of sporting events, as the Intility Arena is right next to the building. That's why, as well as the auditorium, Kinly is providing a range of screens and

sound equipment for the sports bar. Those interested in sports will be more than satisfied," says Olsen.

Olsen is determined to ensure that the AV solutions which have been chosen for the hotels aren't complicated to operate.

"All hotel staff should be able to understand and use the technology, regardless of age and technological ability. The technology should of course also be easy to use for conference guests, something that is vital for successful meetings."

Result

The first impression that the guests get of the hotel is important, including with regards to the AV equipment. That's why, at the opening of Scandic Lillestrom, a consultant from Kinly was present at the hotel for a whole day to observe and identify any challenges.

"It resulted in me receiving far fewer phone calls with technical questions. To make sure we get off to a good start with satisfied guests, we'll do the same at the opening of the hotel in Voss," says Olsen.

As well as ongoing work in his hometown of Oslo, Olsen has projects all over the country - including a large project in Voss, which opens in 2020. A lot needs to be sorted in a short amount of time.

"I depend entirely upon reliable partners to cooperate with. With the client manager at Kinly, I can communicate my wishes and breathe a sigh of relief. Good dialogue, presence and confidence in partners is crucial!"