



SEA CONTAINERS
LONDON

Sea Containers London implements a Safer Guest Journey with Nonius solutions

[Sea Containers London](#), managed by [Lore Group](#), is an incredible hotel located in the heart of London. It surprises its guests with its brutalist architecture, incredible views over the River Thames, but especially with its flawless guest journey.

This spring, Nonius had the honour of starting a partnership with the hotel and, due to the transformations that took place worldwide, this relationship expanded to provide guests with a contactless experience.

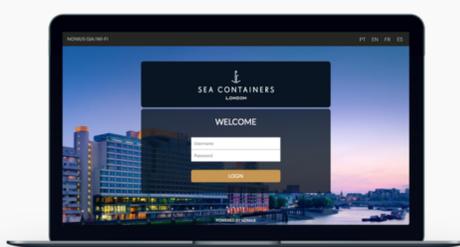
Building a Special and Safer Guest Journey



March

Nonius [Guest Internet Access](#) was implemented to provide guests with high-speed Internet access.

The solution was integrated with the [Unifi](#) Infrastructure for a seamless allocation of resources for conferences (SSIDs and Bandwidth) and with [Opera](#) using VIP status for automatic tiered service.



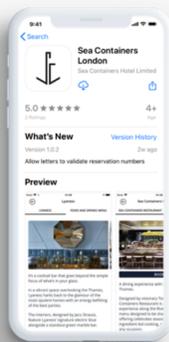
June

To meet the new cleaning and safety needs, the hotel opted to develop its own App, with the following features:

- Mobile key, integrated with [Assa Abloy](#)
- Billing and Express Check-out integrated with [Oracle Hospitality](#) Opera PMS
- Digital room service and guest requests
- A complete tour guide

[Wi-Q](#) and [Alliants](#) were embedded as web views.

The App was built and implemented in just 4 weeks! Nonius does have a platform that makes it very efficient to build branded apps in record time but this is only possible with the great work from the hotel's amazing team!



August

Nonius implemented the [Online Check-in solution](#) integrated with [Oracle Hospitality](#) through [Opera OXI](#).

The usage of Online Check-in tool has already reached 50%.



September

The hotel's PBX, voicemail and call logging systems were replaced with the [Nonius Voice](#) solution to benefit staff members working from home and is the basis to implement voice extension in the Mobile App.



October

The Voice Solution was enhanced:

- **Corporate softphone** was implemented to allow ease of working for all remote workers
- **Microsoft Teams (direct routing)** was integrated to optimize communication between hotel staff.



Coming soon

The addition of the [softphone](#) to the hotel's Mobile App is under development, in addition to integration with the Sea Containers London loyalty platform and mobile payments.



Paul Rasche
IT Director at
Sea Containers London

"Nonius has a portfolio of solutions that is extremely complete and very competitive. Although the solutions are very complete, we have been working in close partnership to build new features to enhance our digital journey and we greatly appreciate the way our requirements can influence their roadmap. The partnership with Nonius has been a great success and we are confident that we've made the right decision and look forward to working with Nonius for years to come."

"We are honoured to have been chosen by Sea Containers London. I want to thank the team at the hotel for the amazing collaboration we had and for trusting us to supply the technology for so many of the touchpoints of the guest journey. It was an enormous pleasure to work with all the team and look forward to the next projects and a long-lasting partnership."



Leonel Domingues
Nonius CTO and Founder

[Read the full article](#)

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Your guests, our technology.