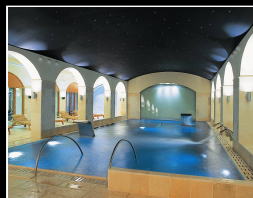


# HESPERIA

*we are hoteliers*





## Hesperia in 5''

### Big Figures

- Turnover 2008 265 M €
- 3.800 employees
- 7.650 rooms

### Assets

- 49 hotels up and running and 4 projected.
- 3, 4 and 5 star hotels.
- 8 5 star hotels.

### Experience

- Spanish company
- Over 30 years in the sector.
- N° 9 in the Spanish hotel chain ranking
- N° 1 in Galicia, with 9 establishments



## Mission

We are **hoteliers**. Our vocation is the constant search for customer **satisfaction**, the **development** of our **professionals** and **profitability** for our shareholders, through **excellence** in service and an **innovative** atmosphere in a **sustainable and ethical** environment.

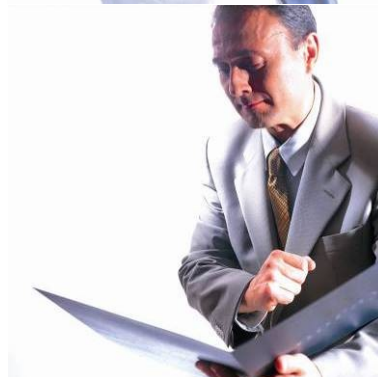
### Hotelier's vocation

Estíbaliz Poveda.  
chambermaid.



### Professionalism

Carlos Benet.  
Maitre.



### Quality

Diego García.  
Chef.



### Service

Juan José Martín.  
Waiter.

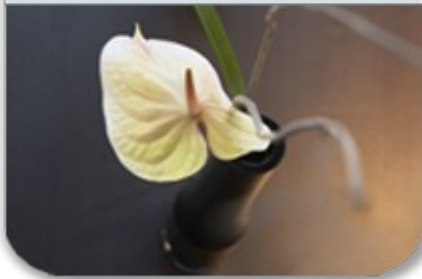




## Our Product

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**5 Star**



**City Hotels**

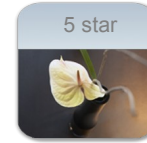


**Holiday Hotels**





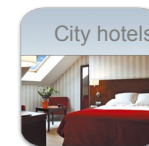
## Product: 5 star hotels



... The most prestigious hotels



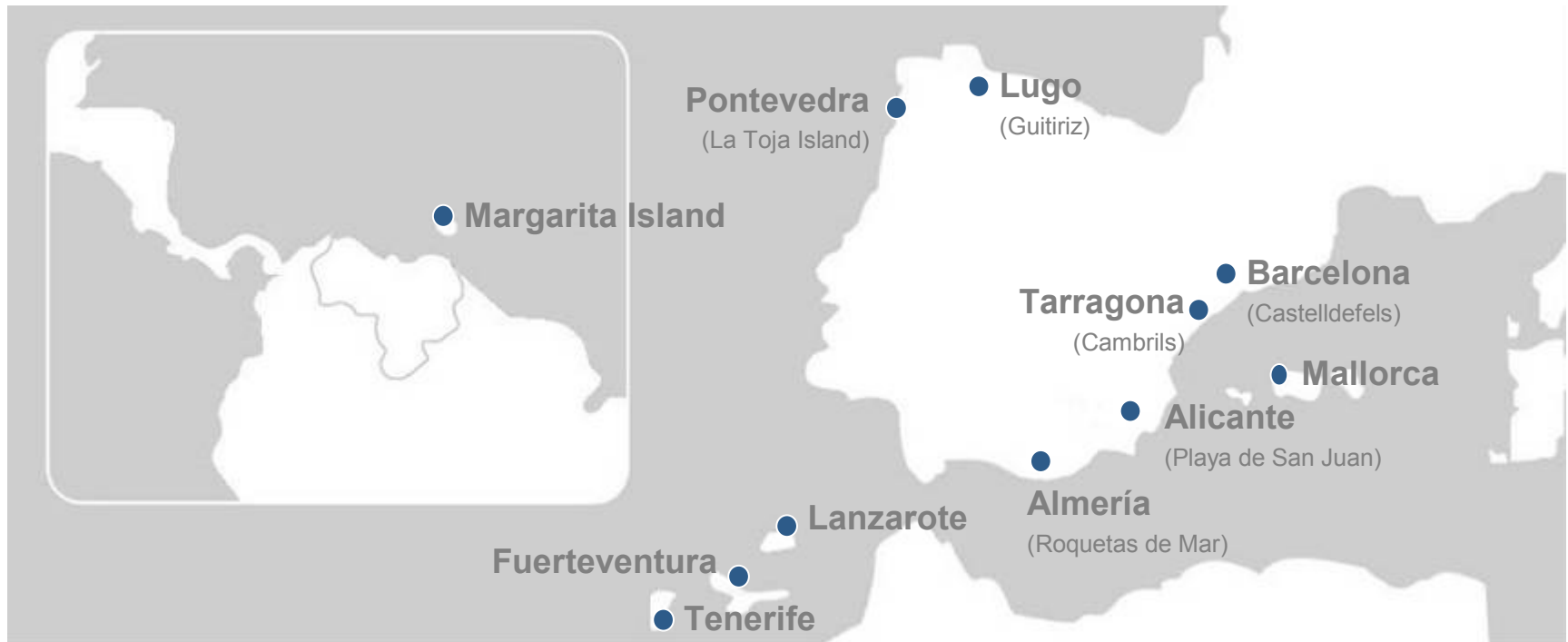
## Product: City Hotels



... In strategic locations



## Product: **Holiday Hotels**



**Set in privileged locations**



## Expansion plan

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**Hesperia is currently immersed in an expansion plan which includes:**

- ➔ Increasing its presence in Spanish cities.
- ➔ Continuing its introduction in the rest of Europe.
- ➔ Strengthening its presence in the canary Islands and the Mediterranean
- ➔ Increasing its presence in the Caribbean and Venezuela.



## Wi Free Hope for technology

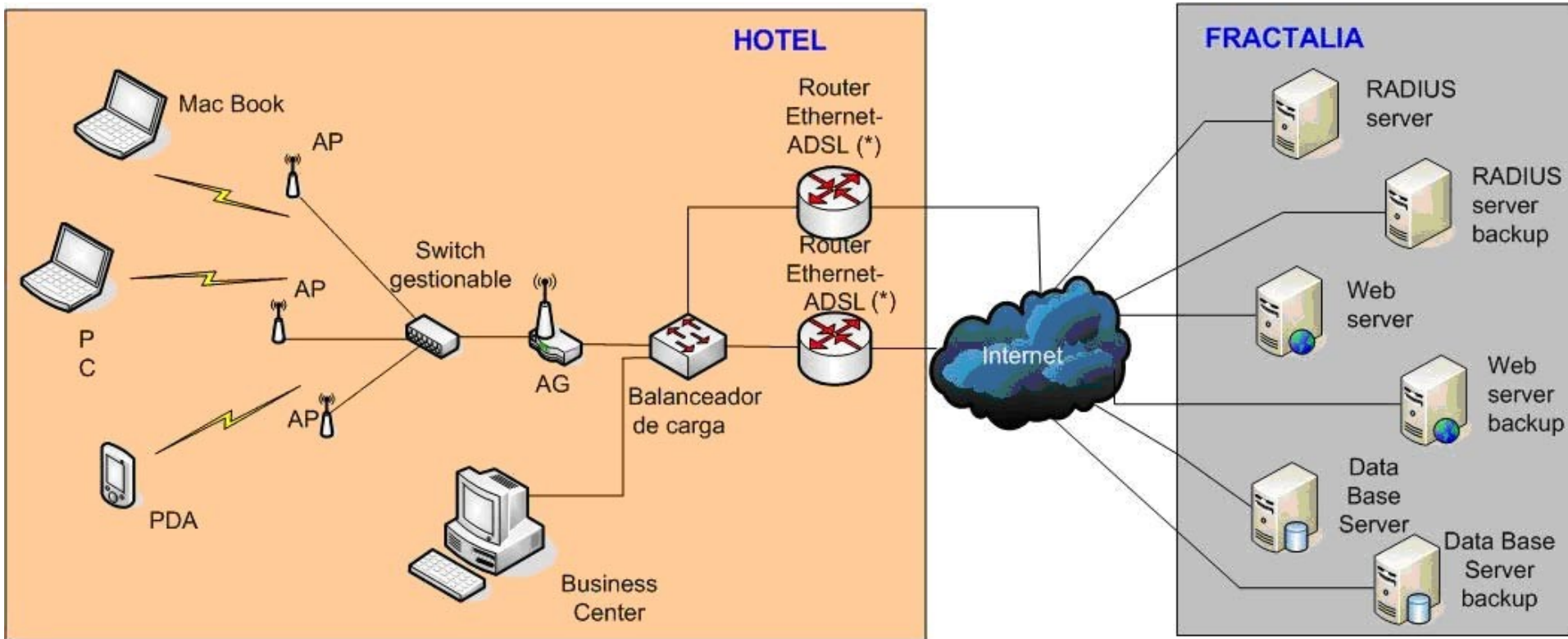
**Pioneers in free Internet services**





Wi Free

## Hesperia's WiFree Service available in 5 Star and City Hotels



(\*) ADSL 8Mbps



## Hesperia Boarding on line

Hesperia boarding on line

**From your hotel to your flight without waiting!**

Save waiting time at the airport and go directly to the boarding gate from your hotel.



Hesperia boarding on line



Internalization Hesperia's e-mail service

SYBASE®

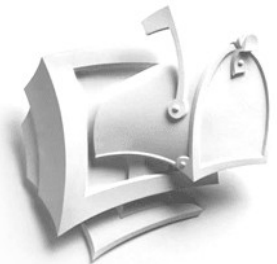


**HESPERIA**  
Organisation & IT Department

### The need of the Scalix Project

- Hesperia Hotels had a corporate mail service provided by a partner company and stay away from the technological infrastructure of the Chain.
- 1500 users with Outlook 2000 connected via POP3, storing all their messages on their computers.
- 49 hotels and headquarters offices composing Hesperia WAN.

This raises the need to 'internalize' this service through a platform that provides full integration with our current fleet of computers and a range of services suited to the current needs of users.



### Project objectives

- Optimizing the communications lines of the Company (the largest volume of existing mail is internal).
- Renew a system not been improved since 1998, offering greater functionality.
- Storage emails on a server, not on each user PC.
- Reduce software costs
- Reduce number of Ms Outlook licenses.
- Support for wireless hand-held devices.

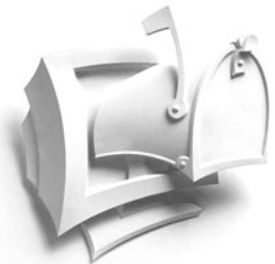


### Email systems selected to be part of the project's study:

- Microsoft Exchange Server 2007
- IBM Lotus Notes & Domino Server

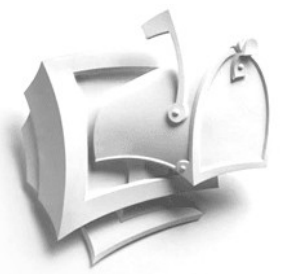
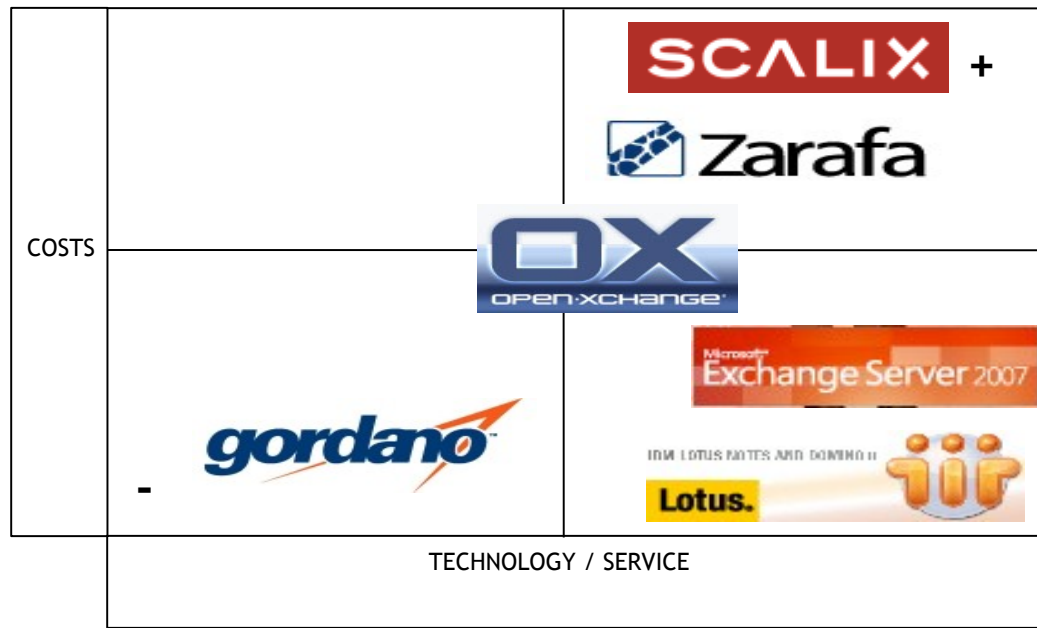
#### Linux- and open-source-based

- Open Xchange Server 5.0
- Gordano Messaging Suite 12.01
- Scalix Collaboration Platform
- Zarafa





## Comparison Chart



### Why did we chose Scalix?

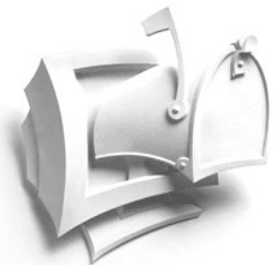
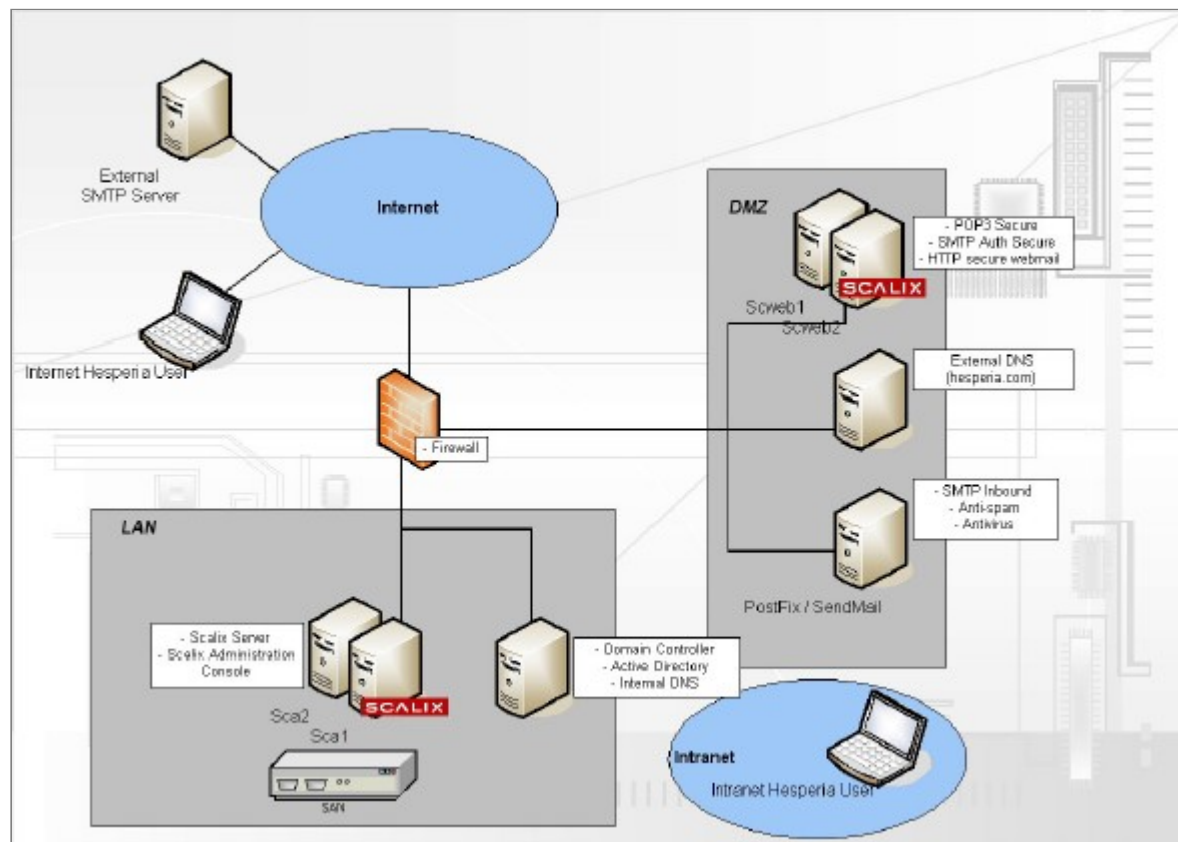
- Save about 150.000 € instead of choosing Ms Exchange or IBM Lotus Notes.
- All objectives covered.
- Powerful and friendship Webmail (Rich text format, Calendar, Rules Wizard, Out of office, etc).
- Easy to administrate. Centralized, web-based administration.
- Scalability to support thousands of mail boxes, free license for standard users and no store size limit.

**Implementation services by Sybase Portugal after evaluation period with IT staff, Hesperia Madrid and Hesperia Tower.**



- DMZ Layer – Cluster Environment for the WebMail Front-Ends, HTTPS connections.
- LAN Layer – This layer store the Scalix server itself. Scalix Cluster Environment that access to the SAN storage environment.

Spam and antivirus filters done by eSafe beetwen both layers.



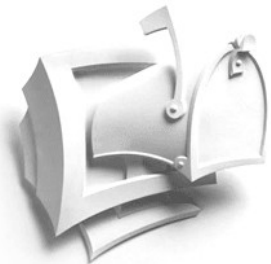


### Conclusions

- Hesperia Headquarter's Directors using Ms Outlook with Scalix connector.
- Rest of Hesperia's users using SWA.
- All users with 250 Mb of quota.

### Next steps

- Implementation of Mozilla Thunderbird to archive old messages in a file server out of mail server.
- Reduce the number of Ms Office licences using Open Office.



**HESPERIA**  
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