

DISH and World Cinema partner to deliver advanced solutions to JW Marriott Indianapolis

JW Marriott Indianapolis

Soaring 33 stories above downtown, JW Marriott Indianapolis boasts posh accommodations and intuitive amenities for an unrivaled stay in the heart of the city. Floor-to-ceiling windows provide stunning, panoramic views of the sweeping skyline, while natural light fosters an enriching atmosphere. At the end of a bustling day, loosen your tie and indulge in an evening libation at High Velocity, our on-site sports bar. JW Marriott Indianapolis combines comfort, convenience and congeniality so you can luxuriate in a restorative getaway.

Technologically advanced guest rooms with HDTVs with 40 channels and streaming apps like Netflix® and Showtime Anytime as well as new contactless technology, WCI Mobile Remote.

Executive Summary

Jorge Garcia, director of IT at JW Marriott Indianapolis, has been using World Cinema Inc. for his hotels' in-room guest entertainment services for the past year. His decision to select World Cinema at the JW Marriott Indianapolis was based upon the quality of World Cinema's product, the functionality of different features offered and the ability to have contactless mobile remote.

Therefore, World Cinema and Garcia completed installation during the time when the property had to close down due to COVID-19 precautions. The hotel of installed World Cinema's STB-5500 Ultra HD Set Top Box with WorldVue® for its in-room guest entertainment and DISH SMARTBOX®, he could not have been happier. He knew that his hotel would be supported by an innovative, future-proof product and exemplary customer service, and that guests would be able to watch content on the in-room television via traditional programming and streaming.

Business Objectives

1. Provide in-room entertainment services with technology that caters to modern-day hotel guests, who desire access to much more than standard cable TV and pay-for-view movies.
2. Build a partnership with a trusted in-room entertainment provider that offers consistent, timely customer service for both hotel guests and staff.
3. Establish future-proof, in-room entertainment services with top-of-the-line features and functionality today that will also accommodate the innovations in the guest entertainment of tomorrow.

The Results

1. JW Marriott Indianapolis guests report high levels of satisfaction due, in part, to availability of their personal entertainment apps via the easy-to-use WorldVue platform and mobile remote.
2. Reliable technology powered by a customer care center that is accessible 24/7/365.
3. Confidence the hotel will be able to proactively deliver entertainment innovations via DISH SMARTBOX® and other future-proofing features.

Highlights

1,005
Rooms including 25 suites

54
Meeting Rooms

33
Floors & Amenities including fitness center, concierge lounge, a bar and restaurant.



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“WCI team was flexible to ensure the installation was done in time upon reopening the property in July 2020,” Garcia said. “In addition we were able to work with WCI and DISH on pausing our billing for TV services as we closed the property during the pandemic.”

Technology Solutions

WCI deployed DISH’s SMARTBOX® and Marriott’s GRE Platform featuring hotel electronic compendium, in-house channel, weather widget, Bluetooth® audio, streaming apps such as Netflix and YouTube, and WCI Mobile Remote.

WCI continues to partner with DISH based on their commitment to the hospitality industry that goes far beyond their programming, but into the industry-leading SMARTBOX® which they designed for the hospitality industry.

“We’re proud to expand our partnership with World Cinema, bringing quality programming and next-level technology to the JW Marriott Indianapolis,” said Amir Ahmed, DISH SVP of sales. “With just a single SMARTBOX, hotels of any size can power every room – in this case over 1,000 suites towering over Indianapolis – with live HD programming, while reducing energy and management overhead expenses.”

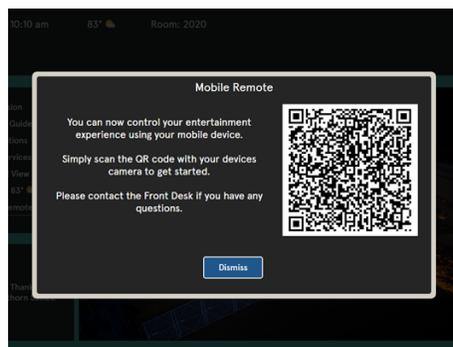


WCI Mobile Remote

An internet-based page designed for ease of access to act as the tv remote in the hotel room. With personal device’s camera and our QR code, guests can start controlling your in-room television immediately.

Once a guest has checked in and arrived at their hotel room, they can scan our QR code displayed on the in-room television. Their phone is now connected to the TV as well as any other IoT devices within the room such as lights or thermostat.

There are no permissions, no passwords, no new wireless networks to join, and most importantly, no touching other devices in the room. Once connected, guests can browse through the channel guide, select a show, control volume, and change language preferences. Guests can also select streaming apps to watch on the TV.



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