

House of Experts ensures smooth online connectivity in hotels using Huawei technology

A fast, stable and secure Wi-Fi connection is a key driver of today's customer experience in the hospitality industry. Particularly in a business context, guests prioritize connectivity over the hotel's breakfast. House of Experts provides this reliable connection to dozens of hotels, including the Van der Valk hospitality chain, using Huawei technology.

Founded in 2022, House of Experts is a young IT service provider boasting extensive experience in IT services, including networking and security, cloud, PCs, servers and printers. As one of two founders, Steven Van Hoeke has been working as an IT entrepreneur for over two decades. "Some customers of House of Experts have been with me for 19 years", says Van Hoeke. It is no surprise that the hospitality industry is a key focus for the company. House of Expert's co-founder, David Dillen, was IT manager at Van der Valk when he met Van Hoeke. The Van der Valk hotels and restaurants are an important part of House of Experts' customer base. Today, the company serves around 25 hotels across the Benelux, France and Germany. Some of these hotels have more than 250 different access points, enabling tens of thousands of visitors to connect to the Wi-Fi network simultaneously.

Secure and stable experiences for all hotel guests

While connectivity is important in nearly every industry today, hotels particularly depend on a flawless experience with



high availability. “When a hotel’s network connection is down for several hours, the entire business comes to a standstill. That’s why we provide our customers with fast response times and 24/7 multilingual support in Dutch, French and English”, says Van Hoeke.

Security is also a critical aspect of connectivity in the hospitality industry. In a typical organization, it should be rather straightforward to see the workstations that are connected to the network. In a hotel, however, there is a vast array of devices and nationalities that need to connect. “If one of your hotel guests is a NATO official with strict security needs, you don’t want their devices to be visible or interact with the smartphone of another user. That’s why security is a challenging factor in the digitization of the hospitality industry”, says Van Hoeke.

Innovative connectivity solutions provided by Huawei

A decade ago, Wi-Fi was not a primary concern of most hotels, but today connectivity is a crucial ingredient to ensure optimal customer satisfaction. Moreover, it goes beyond simply providing Wi-Fi to a phone or a tablet. Consider IP TV solutions where guests are welcomed with a personal message on the TV screen in their hotel room and can use the same device (or their smartphone) to discover the restaurant menu, log into their Netflix account, and find information about events. Their entire stay is enhanced by a seamless connected experience.

To ensure this flawless connectivity, House of Experts has chosen Huawei as its preferred partner for network technology. Van Hoeke has been working with Huawei for seven



years, long before he established House of Experts. “They offer our customers the best value for money and are the most innovative player in the market. For example, Huawei is already working with 2.5GB switches and Wi-Fi 7, while most other providers are still focusing on Wi-Fi 6. Huawei has an exceptionally broad product portfolio that offers dedicated solutions for specific needs”, Van Hoeke explains.

24/7 support on and off site

“All our professionals are certified as official Huawei integrators and they regularly participate in trainings at Huawei’s offices. This makes House of Experts one of the most experienced and skilled Huawei partners in the Benelux”, says Van Hoeke. Customers benefit from 24/7 support, both on-site and off-site. “All installations are done at our customers’ premises, even when a hotel is located in a different country. Issues are

immediately resolved remotely, either by us or with assistance from experts at Huawei who also guarantee round-the-clock accessibility. These fast response times are extremely important in the hospitality industry.”

That approach is certainly appreciated by customers. For instance, the Van der Valk hotels consider House of Experts as their partner of choice for connectivity. “Running a hotel can be very complex, so we need reliable connections across our facilities, from the rooms to the lounge and even the elevators. House of Experts provides this critical connectivity by leveraging Huawei’s advanced technology. We value their quick support, comprehensive knowledge and open communication. House of Experts is not just a supplier, but a partner who enables us to offer our guests the familiar Van der Valk services during their stay”, says Bob Wohrmann (Van Der Valk Nivelles-Sud & Van Der Valk Waterloo)

Ready to take your connectivity to a new level?

Interested in discovering the benefits of the partnership between House of Experts and Huawei? Depending on the context, an entire hotel can be switched to the Huawei network in no more than 24 to 48 hours. [Click here](#) to learn more or [contact us](#) for more information.

