

A 19th Century Coaching Inn uses the latest technology to attract the business traveller

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ONE of the oldest hotels in Wales has embraced 21st century technology - with the installation of the latest wireless internet access.

The Angel Hotel in Cross Street, Abergavenny, was once a busy coaching inn at the heart of the 19th century communication highway - the road running from London to Fishguard that carried the daily mail by horse power.



Now a privately run hotel with 30 rooms, the owners of The Angel have installed a CISCO wireless network - turning the whole building into a wireless 'hotspot'.

The new technology has been installed by Cardiff-based IT networking company Capital Network Solutions, and allows customers at the hotel to securely access the internet from anywhere in the hotel, free of charge.

A recent white paper on the use of technology in the hospitality industry found that hotels who don't offer this kind of access were dramatically losing market share, and that more than half of business travellers were less likely to stay in a hotel after a single bad experience with high speed internet access.

Deborah Haylock, the hotel's marketing officer, said, "This new technology means we have been able to diversify into the corporate sector, as we can now offer clients a free internet service whether they are staying overnight or just attending a meeting.

"This is proving to be a very attractive service to business clients, who expect a high speed internet connection as part of a conference service."

The Angel has also had an 'EZ HotSpot' installed - a device that means staff can manage access internet access.

By printing off a unique username and password any guest can use the internet from their own laptop.

Sarah Edwards, business development director at Capital Network Solutions said, "This technology is revolutionising the way small businesses can now offer internet services to their customers."

"It's ideal for a small independent business such as an internet café or coffee shop," said Sarah.

"The device completely secure and comes with a mini account generator to monitor customer use," she said. "Businesses can then offer it as a free service to attract customers, or charge for internet use as a new way of creating revenue."

"An EZ HotSpot device costs around £500 and is a very simple way to offer customers the high speed internet access that is now almost mandatory in the hospitality industry."

The Angel Hotel, Abergavenny

In Abergavenny, The Angel Hotel offers comfortable accommodation and good service. The hotel is a former Georgian coaching-inn now with an elegant décor, with a 2008 hotel rating of three AA stars. The Angel Hotel has 32 en-suite guest rooms, plus the Lodge at nearby Abergavenny Castle. The fine restaurant has an AA rosette, with an award-winning wine list.

<http://www.angelhotelabergavenny.com/index.html>