



WI-FI BRAND COMPLIANCE MEETS LUXURY CONFIDENCE AT THE KIMPTON HOTEL MONACO PHILADELPHIA

OVERVIEW

Nestled in Philadelphia's historic Old City, the Kimpton Hotel Monaco Philadelphia combines playful sophistication with four-star luxury. With views of Independence Hall and a rooftop bar that draws guests and locals alike, the hotel caters to a broad mix of travelers, from business professionals to wedding parties to adventurous tourists exploring the city's deep-rooted history.

As part of the IHG family, the hotel was looking to upgrade its network infrastructure to meet IHG Connect compliance standards, a requirement after the Kimpton brand officially joined the IHG portfolio. That meant more than just better internet; it meant a reliable, secure, and guest-friendly Wi-Fi experience that aligned with the expectations of a modern upscale brand.

To make it happen, the hotel turned to WorldVue.



OPPORTUNITIES

When the hotel needed to bring its network into compliance with IHG Connect requirements, they needed more than just a vendor – they sought a partner who could handle everything, down to the fine details.

The property had high expectations:

- **Compliant HSIA infrastructure** without disruption to operations.
- **Seamless third-party integrations**, which are common in Kimpton properties.
- **A white-glove implementation** process worthy of a luxury hotel.
- **Ongoing managed services support** to ensure performance and security.

The hotel's leadership wanted a future-ready network that wouldn't just check boxes but would deliver long-term performance and guest satisfaction.

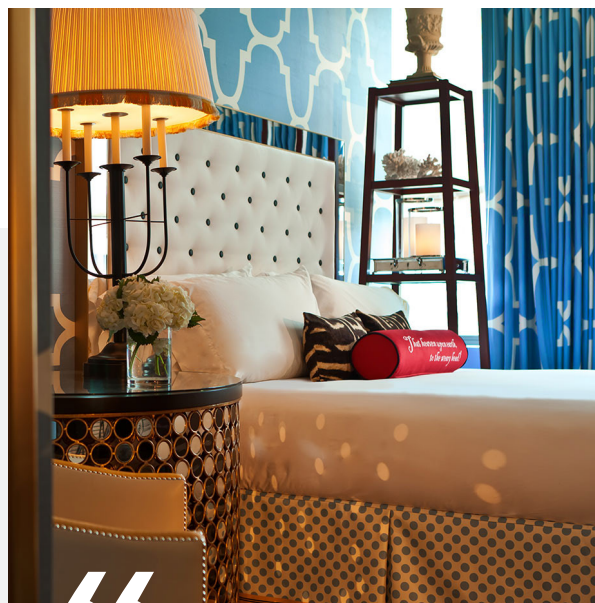


SOLUTION

WorldVue deployed a fully managed high-speed internet access (HSIA) solution at the Kimpton Hotel Monaco Philadelphia, aligning every element with IHG Connect specifications while maintaining the flexibility needed for a Kimpton-branded experience.

Key features included:

- **Enterprise-grade WiFi infrastructure** designed for high guest density and strong in-room performance.
- **Cloud-managed service and support**, offering 24/7/365 monitoring and rapid issue resolution.
- **Hands-on project management** from the WorldVue team, guiding the hotel through every step of compliance and setup.
- **Integration-friendly design**, enabling smooth collaboration with the hotel's third-party systems.



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I was really impressed with the level of coordination and communication from the installers. It allowed for a very smooth transition with no downtime to our guests.

Michael Phillips

Manager - Property Technology
IHG Luxury & Lifestyle Americas

IMPLEMENTATION

Working closely with Property Technology Manager Michael Phillips, WorldVue provided a turnkey solution. The process was straightforward, efficient, and tailored to the needs of this high-end, high-expectation hospitality environment.

The installation went off without issues, and thanks to WorldVue's experience with both Kimpton properties and IHG standards, there were no roadblocks, even with the various third-party systems already in place.

RESULTS

The upgrade has been a success. Guests now enjoy a stable, secure Wi-Fi connection that supports the streaming, browsing, and working demands of modern travel. Behind the scenes, the hotel benefits from a reliable partner managing their network, freeing up internal resources and ensuring peace of mind.

As a result of this successful deployment, the hotel's management company has already entrusted another property to WorldVue – a clear sign of confidence in both the technology and the team.

KEY OUTCOMES

- Seamless IHG Connect compliance.
- Reliable Wi-Fi performance across the property
- Positive feedback from guests and staff.
- Expanded partnership with the hotel's management company.

CONCLUSION

At the Kimpton Hotel Monaco Philadelphia, WorldVue delivered more than a compliant HSIA solution; we delivered a future-proof network backed by expert service. For upscale hotels looking to upgrade connectivity, streamline operations, and deliver the kind of experience guests remember, this case shows what's possible with the right technology partner.



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