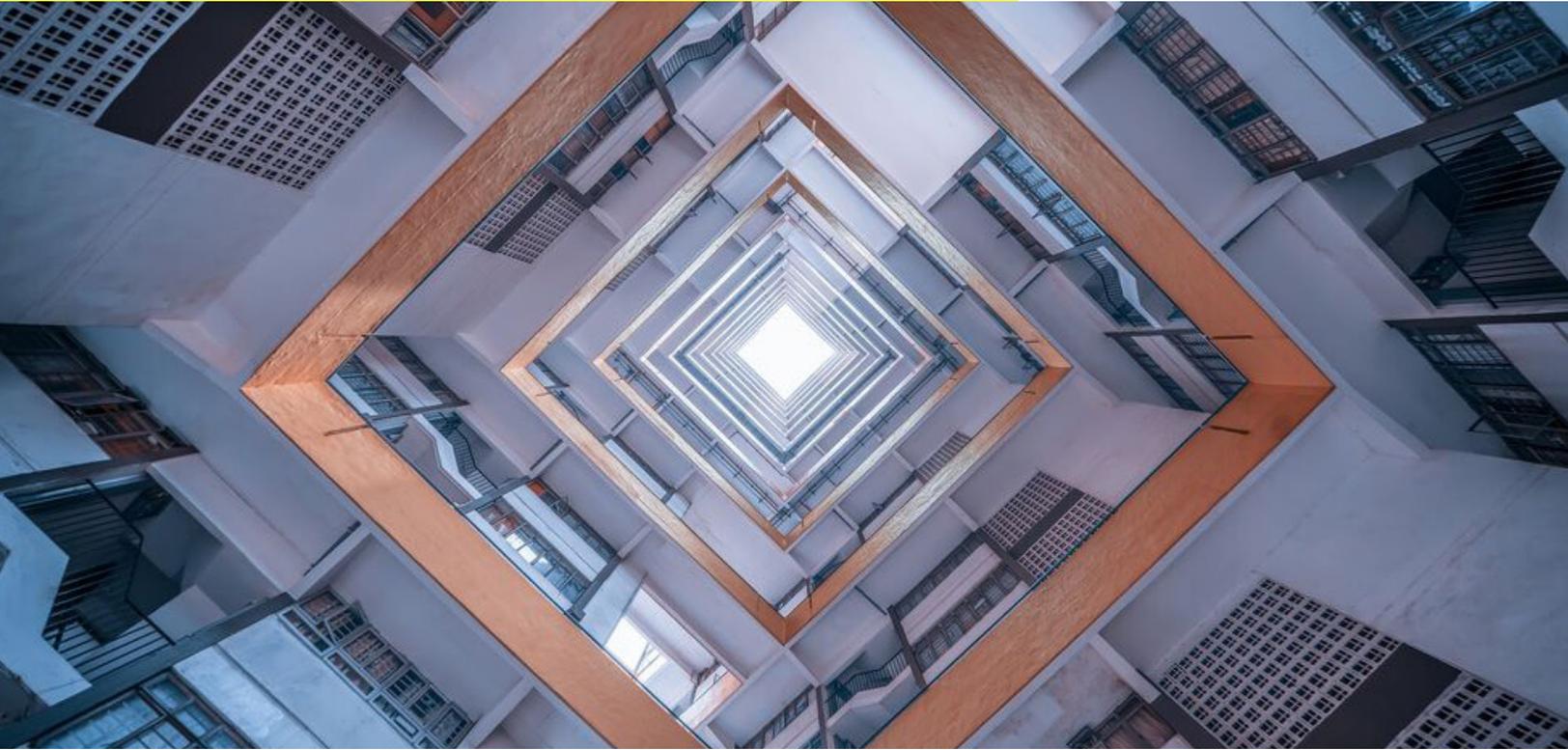# Lisboeta Macau focuses on 24/7 guest experiences

n NetApp

In recent years Macau has undergone a major shift. Today, we are seeing the rise of 'family tourism' – hotels and resorts designed with family-friendly experiences in mind.

A new vision for Macau

Lisboeta Macau is a new design concept set to reshape the face of modern Macau. An integrated entertainment and leisure resort, Lisboeta Macau celebrates the elegance and tradition of 'old Macau', while also offering a vision for the future of the city.

Comprising over 820 guestrooms, the resort's accommodations are based on three iconic themes: The Lisboeta Hotel, evoking 1960s Macau; LINE FRIENDS presents CASA DE AMIGO, targeting millennials with rooms based on the LINE FRIENDS characters from the popular messaging app; Maison L'Occitane, designed by the cosmetics maker L'Occitane and inspired by the Provence region of France. By offering these diverse guest experiences, Lisboeta is set to bring the nostalgia of 1960s Macau into the modern era, combining collective memories with a contemporary twist to create a modern new tradition.

> "With over 10 years' experience with more than 10,000 clients, NetApp has a proven track record of providing an active-active clustered solution. This gives us utmost confidence that NetApp will be able to support us to deliver these round-the-clock guest experiences."

Lisboeta Macau IT Team

High-end experiences

Lisboeta Macau is already creating a buzz thanks to its technologically advanced experiences. For example, guests can experience Asia-Pacific's first ever urban zip-line attraction, which operates throughout the day and night. They will also have access to South China's only indoor skydiving venue, delivering a maximum airspeed of 280 kilometers per hour, and the city's first IMAX and MX4D cinema screens.

Throughout their stay, guests will have access to free Wi-Fi in all areas of the hotel, including the restaurants and entertainment facilities, and will automatically reconnect to Wi-Fi if they leave the resort and then return. Lisboeta Macau will likewise offer a state-of-the-art digital check-in and check-out system, providing a seamless experience for guests.

A development of this scale offering 24/7 high-end experiences doesn't come without its challenges. Lisboeta Macau would be severely affected if any of its business-critical IT applications were disrupted. To enable it to deliver continuous, high quality experiences to its guests, at all times of day and night, its IT infrastructure requires zero data loss, and system recovery in minutes rather than hours.

To achieve this continuous availability, Lisboeta Macau turned to NetApp for a solution that provides a stable data management system.

Continuously available data infrastructure

NetApp MetroCluster™ is a software solution that combines array-based clustering with synchronous replication to deliver continuous availability and zero data loss at the lowest cost. It provides Lisboeta Macau with a continuous availability solution for critical business applications, perfect for a resort that runs throughout the day and night, 365 days a year.

MetroCluster works by immediately duplicating mission-critical data on a transaction-by-transaction basis, providing uninterrupted access to applications and data. The solution works seamlessly with Lisboeta Macau's host environment to provide continuous data availability, flexible deployment options, single-system administration and automated switchover.

In the case of a site failure, the resort can easily initiate a single-command switchover to make the transition to the off-site array as quickly as possible. Because MetroCluster is an array-based active-active clustered solution, it eliminates the need for complex failover scripts, server reboots, or application restarts.

As a result, component failures are handled automatically through local failover within the local high-availability pair. Lisboeta Macau will also have the ability to perform maintenance operations and technology refresh without disruption.

A spokesperson from Lisboeta Macau's IT team commented: "Our integrated resort brings our guests high-end and convenient travel experiences. For instance, our restaurants offer guests an online booking service in which customers can state their preferences and special requests. These are then saved via NetApp so as to provide a highly customized service for guests as well as accurate re-marketing analysis to push relevant promotions to targeted customers on their future visits. These services require a reliable data management solution to ensure continuous availability for our guests.

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Future-proofed investment
Lisboeta plans to use hybrid cloud, develop cloud native applications, and maybe even integrate Kubernetes in the future. This requires a modernized IT infrastructure. With NetApp, Lisboeta is able to easily scale and integrate new technologies in the future – empowering it to continue providing cutting-edge experiences to its guests.

Product Benefits:

MetroCluster Software Solutions

MetroCluster business continuity and disaster recovery software maintains continuous data availability for mission-critical applications at up to half the cost and complexity of competitive solutions. It is a combination of array-based clustering and synchronous mirroring between a primary and secondary data site.

- Continuous availability
- Flexible deployment options
- Single-system administration
- Automated switchover

Additional references:
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+1 877 263 8277

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