

137 Pillars Suites & Residences Bangkok Enhances Guest Experience With Portier Technologies

Luxury hotelier looks beyond apps for technology to amplify customer experience

137 Pillars Suites & Residences, Bangkok's newest luxury all-suite hotel have collaborated with Portier Technologies and the integration of custom smart phones and services for their suite guests.

Upon arrival, guests are provided with a personal Portier smart phone, which includes 4G data/personal hotspot and unlimited local and international calling and hotspot connectivity, allowing guests to bypass data roaming fees or the expense and inconvenience of installing a local SIM card.



With personal butlers assigned to each Suite guest, guests can instantly chat or call for support via Portier; and with a smartphone containing all of the most relevant apps and utilities for Bangkok visitors; guests are well-served beyond the possibilities of any stand-alone app.

Complementing the technology is Portier's local art, cultural and entertainment reporting available exclusively to Portier-enabled hotels. This coverage is exemplified by the launch of a daily bulletin titled "Radar," which reports on

local experiences and happenings taking place. At the helm of Portier's editorial ambitions is Ashley Niedringhaus, Managing Editor, who delights in sharing that "137 Pillars has an impeccable reputation in Thailand and Portier is thrilled to help elevate the guest experience and brand reputation. Portier's recommendations will guide the guest to discover Bangkok like a local, and send them home with the ultimate souvenirs, culinary memories and an enriching cultural experience."

"We believe that Portier is a great fit with our focus on providing curated personal services and experiences with an emphasis on traditional hospitality delivery that we offer our guests. In addition to highlighting various local and in-house venues and events, it also enables our patrons to stay connected wherever they may be, both on-line and with our butler team for that added

personal touch,” stated Bjorn Richardson, General Manager of 137 Pillars Suites & Residences Bangkok.

“Working with Bjorn and the team at 137 Pillars Suites & Residences Bangkok has challenged Portier to refine the mobile guest experience even further, and we’re thankful for the opportunity to play a supporting role in delivering exceptional service,” said Mark Pope, Co-Founder, Portier Technologies.

About 137 Pillars Suites & Residences Bangkok

137 Pillars Hotels & Resorts, launched in Bangkok in January 2016, is a passionately curated luxury boutique brand, offering unique, memorable signature experiences and legendary service in each of its properties.

Following the success of the award-winning 30 suite **137 Pillars House Chiang Mai** which opened in 2012, the second property, **137 Pillars Suites & Residences Bangkok** opened in February 2017, showcasing 34 exquisitely appointed suites and 179 private residences.

A third property, **137 Pillars Estate Phuket**, is scheduled to open early 2019 on the North Peninsula of Kata Beach, with 16 sunset facing pool villas and 51 pool suites.

A hallmark of 137 Pillars Hotels & Resorts is the team who are dedicated to legendary hospitality and service, as well as a respect for environmental sustainability.

www.137pillarshotels.com

About Portier Technologies

Portier Technologies is a provider of mobile guest solutions that serves the luxury hospitality market. The Portier service offering is built around a call-enabled 4G smartphone placed in guest rooms, with devices customized for each hotel property, keeping guests connected to the hotel during their entire stay. Guests can engage with a hotel’s concierge and guest services department anytime, anywhere, whether they are in the hotel or exploring the city.

Built for the needs of today’s international tourists, Portier devices offer guests a luxurious balance of personalized guest services and elegant technology. The devices also provide guests with access to the best and most useful cultural and local entertainment coverage, written and curated exclusively for the well-traveled guest and updated daily by local experts.

By combining usefulness, quality and taste, the Portier device is an essential tool for the sophisticated traveler—and an essential tool for the hotel wanting to stay engaged with their customers.

**137
PILLARS**
SUITES & RESIDENCES
— BANGKOK —

Accompanying images may be used for publication purposes and may be found [here](#)

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