

Golden Eagle Luxury Trains

CASE STUDY (IoT)



The Background

Golden Eagle Luxury Trains is the world-leading operator for long distance luxury rail travel providing tours through Central Asia and Europe.

Guests have the opportunity to explore multiple countries whilst experiencing high-end dining and leisure experiences aboard the train. The business prides itself on offering a five star service to their customers through providing access to high-quality facilities, food and amenities, including connectivity.

Customers expect access to strong internet connections, as standard, to communicate, access applications and utilise social media on their personal devices. Golden Eagle were looking to work with a provider that offered high-quality connectivity, available across every country the company travels through.





The Challenge

Prior to working with Elite Group, Golden Eagle experienced many problems offering suitable Wi-Fi connections onboard their trains.

They struggled to source a solution that provided connectivity across multiple locations, leading customers to feel frustrated that they couldn't access the internet to access emails, communicate with family and share their experiences across social media.

In order to provide some connectivity access, the business's staff had to swap SIM cards in each individual carriage, which was time-consuming. Furthermore, having to rely on local providers in each country led to expensive charges.

The Solution

Elite Group supplied the business with a connectivity solution that enabled high-quality internet connections across multiple locations.

We implemented Pangea Global Roaming SIM cards within Golden Eagle's Danube Express train that travels through Europe. This enabled passengers to seamlessly connect to Wi-Fi with their personal devices, without the business facing the hassle of changing SIM cards whenever the train moved through a different country.

In addition, we offered direct connectivity to the business's office, utilising Gamma, as well as Vodafone mobile phone packages to all Golden Eagle staff, both office-based and those who work onboard the trains.





“ I would absolutely recommend Elite Group. Their customer response time is very good. When I'm on tour, it's 24/7, there's no 9 to 5 - it's around the clock work. So, when we need something doing, let's say on a Saturday or Sunday and I call or email Elite Group, they'll answer and will find a solution for me, which is invaluable. ”

JAMES MASTERSON | PRODUCT DEVELOPMENT
DIRECTOR | GOLDEN EAGLE

The Results

Golden Eagle could take advantage of both time and cost-savings with our high-quality connectivity solutions.

Team members no longer need to waste time purchasing individual, local SIM cards and installing them into individual carriages, every time the train enters a new country. Instead, the business simply uses one SIM for each carriage, which not only saved the business money but saved its team time that could be focused on providing the best guest experience.

Alongside our solutions, Golden Eagle appreciated our consultative approach and the time we took to truly understand their business, as well as our proactive, 24/7 support.



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