



Hotel Royal Rose Opt TNG for Guest Wireless Internet Solution

Customer Name :

Hotel Royal Rose, Abu Dhabi.

Customer Industry :

Hospitality

Challenges :

- ◆ Extend wireless coverage to entire hotel rooms and other public places in hotel (Lobby, coffee shop, meeting rooms etc.)
- ◆ Provide hassle free internet to Guest every corner in Hotel.
- ◆ Implementing new wireless solution without disturbing hotel's busy network.
- ◆ PMS interfacing of Access Gateway.

Benefits :

- ◆ Convenient administrations as all the access points are monitored through Wireless LAN controller.
- ◆ Improved wireless signals in entire property including public places.
- ◆ Seamless, quick implementation of new solution meant no disruptions to Wi-Fi service.
- ◆ High-quality wireless performance means happier guests, staff, and other network users.

Solutions :

- ◆ NXC 5500 Wireless LAN controller.
- ◆ Nomadix 5800 Access Gateway.
- ◆ 802.11 a/b/g/n/ac Dual-Radio Ceiling Mount PoE Access Points.
- ◆ 802.11 a/b/g/n wall mount Access Points.

Background

Royal Rose is a luxurious 5-star hotel located in the heart of Abu Dhabi. Its exterior hints to a 17th century French palace. Its interior is equally opulent, with walls overlaid in intricate gold-leaf designs and accented with ornate chandeliers. The Hotel is within walking distance from the business hub, government institutions, shopping malls and other leisure facilities. The Abu Dhabi Corniche and promenade is a mere five-minute drive away.

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Challenges

Globalization has brought unprecedented transformational changes in all aspects of tourism and hospitality industry throughout the world creating a number of opportunities and challenges to the industry. While most areas of the travel and hospitality industry have embraced technology, some sectors have resisted providing guests with Internet connectivity. In the early days of the Internet, the absence of connectivity could be viewed as an advantage and was often marketed as such: guests arrive at hotels to have fun, relax, recover, and in short, not be disturbed. In such instances, the Internet is the last thing this group of niche customers may have found interesting or attractive. Times change, however, and demands for reliable connectivity are among the most common customer requests today. This is due to many factors. Chiefly, the Internet is no longer just a work-related tool; it has become part of a lifestyle or a form of entertainment expected by hotel guests.

In addition, a "congress tourism" phenomenon seems to flourish. Many companies have understood that an informal hotel environment improves relationships with business partners, motivates employees and enhances the effectiveness of trainings. Off-site meetings, training, and even popular teambuilding sessions can seldom be performed without the Internet. At the same time, the Internet is becoming more and more important to average tourists as well. Today's holiday travelers need to check their bank accounts, check their e-mails and connect with social media. The Royal Rose Hotel staff realized this and opt The Network Guide to upgrade their wireless Internet for better, flawless and much reliable Internet for their guest.

Solutions and Benefits

Hotel Royal Rose approached TNG for the complete Wireless LAN solutions earlier year 2015 considering following mentioned points for their wireless network.

- ◆ Provide excellent wireless coverage in entire property.
- ◆ Wireless to support 802.11 a/b/g/n.
- ◆ Optimum Wireless Coverage in all 355 Rooms of the Hotel.
- ◆ Use of existing Cabling and POE switches.
- ◆ Configure Wireless LAN controller to integrate with existing network.
- ◆ Wireless controller to manage all the access points connected across the Property through GUI interface.
- ◆ Bandwidth throttling and billing for premium internet service.
- ◆ Physical mounting of access points in all rooms and other public areas.
- ◆ The entire above task should be done with minimum cost and time.

A comprehensive analysis was conducted throughout the project by expert TNG team this enabled the establishment of wireless connectivity in entire hotel with minimum cost and time.

After a seamless set-up and installation process, the Wi-Fi network is now able to meet the needs of users wherever they are located on the hotel premises. Specifically, robust Wi-Fi signal coverage is provided in all parts of the hotel including the business center, restaurant, administrative offices, and sixteen floors of hotel rooms. Each member of the hotel staff understands the importance of guest satisfaction. Visitors expect to be able to connect to the Internet 24/7. This means offering world-class Wi-Fi services is essential. Implementing the new TNG's HSIA Solution enables Hotel Royal Rose to make this a reality for everyone, including the hotel staff that uses the network to serve hotel guests.

We at TNG are confident that the Installed system has successfully met all the requirements and will Provide Stable and Reliable Wi-Fi Network for Royal Rose Hotel.

The hotel also has a new source of income in a service frequently requested by guests. "To create an all-new service with no impact on the hotel service is not an easy task. This is why we were pleasantly surprised by the speed and quality of work performance, as well as the flawless operation. The satisfaction of our current guests speaks for itself." Said Mr. Muhammad Imran Khalid, Royal Rose Hotel Manager.

Products Used

Nomadix AG5800:

Designed for medium- to large-size venues, the scalability of the AG 5800 supports anywhere from 300 up to 3,000 simultaneous devices without any required hardware or software design alterations. Unlike server-based solutions, the AG 5800 is based on the VxWorks real-time, multi-tasking operating system. It's also built on Intel's high-performance processors and communication technology, sporting built-in flash memory—running faster and using less processing power. The NSE core software ensures that Internet traffic will flow seamlessly.

Key Features of AG5800:

- ◆ Ease of use
- ◆ Bandwidth Throttling
- ◆ Reliability
- ◆ AAA
- ◆ Authentication
- ◆ Speed
- ◆ Captive Portal

Nomadix Ag5800



Zyxel NXC5500 Controller:

ZyXEL's next-generation WLAN controller, the NXC5500, is capable of extending networks flexibly and fulfilling different deploy requirements with excellent AP compatibility; and the NXC5500 can centralize WLAN management to reduce extra efforts. The NXC5500 is easy to use and scalable for hotels, education institutions, chain stores as well as small- to medium-size enterprises to configure network solutions that meet their specific needs.

Zyxel NXC5500



Zyxel NWA5301-NJ (802.11 b/g/n Wall-Plate Unified Access Point):

The NWA5301-NJ with innovative wall-plate design has been conceived to provide Wi-Fi services from one room to another. To provide modern services for hotel guests, the NWA5301-NJ integrates PoE and phone connectivity in a box to extend services with minimized investment.

Zyxel NWA5301-NJ

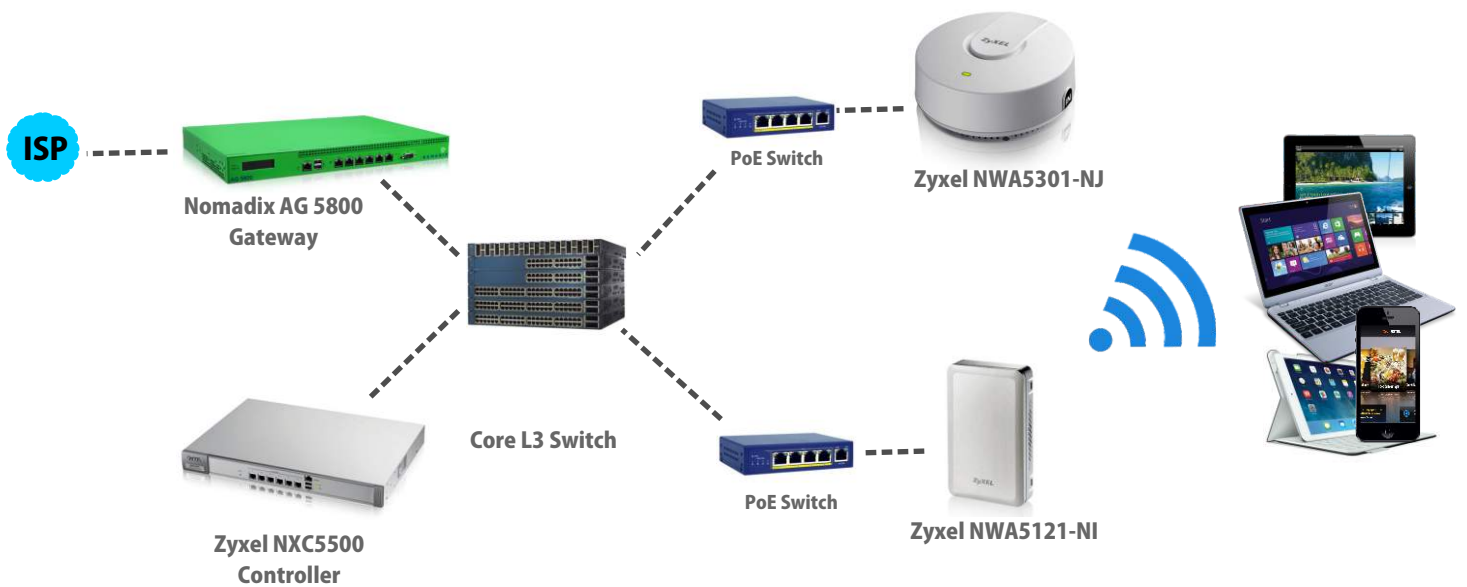


Zyxel NWA5121-NI (802.11 a/b/g/n Unified Access Point):

The ZyXEL NWA5120 Series 802.11 a/b/g/n Unified Access Point is a highly future-proof WLAN solution perfect for growing business, hospitality and education environments



Diagram





Senthil Kumar (Group IT Director)

City Seasons Hotels

We are very happy with the work done by TNG for implementing IT project for our chain of Hotels. The people at TNG are truly experts in their field and we strongly recommend them for any complex and difficult project. They are professional, intelligent, resourceful, and dedicated team players. We have upgraded all our hotels with their Wi-Fi Solution. The Wi-Fi solution came at fraction of cost compared to other vendors in market and Team TNG was involved in all aspects of solution. We have replaced known Wi-Fi brands with TNG solution. Main criteria for us to choose a vendor who can support us for full term after installation, and TNG has done excellent in terms of timely installation and after sales support.



Muhammad Imran Khalid (Asst. IT Manager)

City Seasons Royal Rose Hotel, UAE

WI-FI coverage presents lot of challenges and I am grateful that we have TNG as our partner solving those challenges. The quality of service that was extended to us has been great. Since Royal Rose is a luxurious 5 Star property, we required Wi-Fi to be of top quality and TNG has provided it. Since they were replacing existing Wi-Fi vendor, IT team at Royal Rose was apprehensive. Thanks to TNG team the entire hotel with 355 rooms was upgraded without a single guest complain and Zero down time. We are highly satisfied with the services TNG provided.

The Network Guide (FZC) popularly known as TNG is an ISO 900:2008 certified leading system integrators and value added distributors in Middle East. Headquartered in Dubai UAE with its branches in Saudi Arabia, Qatar and Kuwait, Our Company is one of the most well-established and fastest growing companies in the IT industry. TNG provides superior solutions for managing the implementation of IT & communication serving both the domestic and the international sectors. We bring a fresh and innovative approach to consulting services, acting as liaison between the end-user and the hardware and software distributors. Our goal is to exceed the expectations of every client by offering outstanding customer service, increased flexibility, and greater value, thus optimizing system functionality and improving operation efficiency. Our employees are distinguished by their functional and technical expertise combined with their hands-on experience, thereby ensuring that our clients receive the most effective and professional service.

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