



City Seasons Hotel, Al-Ain Improves Guest Wireless Internet experience with TNG's Wireless Network Solutions.

Customer Name :

City Seasons Hotel, Al-Ain

Customer Industry :

Hospitality

Challenges :

- ◆ Implementing wireless solution without disturbing existing network of Hotel.
- ◆ Segregation of Guest network and Administration network of Hotel.
- ◆ Providing excellent Wi-Fi coverage in the entire Hotel.
- ◆ Implementing wireless solution in the given time frame.
- ◆ Installing access points in the Hotel rooms without disturbing Guests.

Benefits :

- ◆ Excellent wireless coverage in entire property including public places.
- ◆ Implementation of new wireless solution with zero downtime.
- ◆ Flawless Wi-Fi means happier guests and other network users.
- ◆ Interfacing PMS with Access Gateway for premium internet billing.

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

City Seasons Al Ain is your home away from the pressure of modern day living. Located in the lush green surroundings of the 'Garden City', City Seasons Al Ain is an ideal place for travelers seeking the perfect getaway to a new level of rest and relaxation or for weekend breaks in this welcoming city with its many attractions, parks, museums, historical sites and its popular zoo.

Situated in Al Muwajji district, City Seasons Al Ain is just minutes away from the commercial heartland and close to the town centre. It boasts a range of luxury facilities combined with the true Arabian hospitality.

Challenges

The old wired/wireless LAN networks of The City Seasons Hotel Al Ain was very complex, moreover the Admin network and the Guest network was not segregated.

The access points in the wireless network are lacking supervision, management and maintenance to cause difficulty identifying the devices. Guests sometimes need to change

rooms because they could not access Internet, this results in customer complaint and dissatisfaction. Another challenge is that the Hotel does not have enough IT staff to maintain the system while a centralized management mechanism is required as well. Moreover price and performance are also prerequisites.

Solutions and Benefits

City Seasons Group of Hotels was immensely impressed by the work done by the TNG team in their other properties and decided to adapt TNG once again for the wireless network solution in City Seasons Hotel Al-Ain. A total of 120 access points are installed in all Hotel rooms and other public areas.

Guest will be connected to the Internet where ever they go in the entire hotel without the need to reregister whenever they

move from one place to another place in the Hotel premises.

The major benefit of the completely deployed wireless solutions is that the image of the hotel has been improved as Wi-Fi hotspots are provided, especially in areas where the Internet services are highly needed, such as the restaurant and the leisure zone.

Products Used

Nomadix AG 5800:

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 AG 5800:

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

Nomadix AG 5800



Zyxel NWA 5121-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

Zyxel NWA 5121-NI



Zyxel NXC 5500 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.

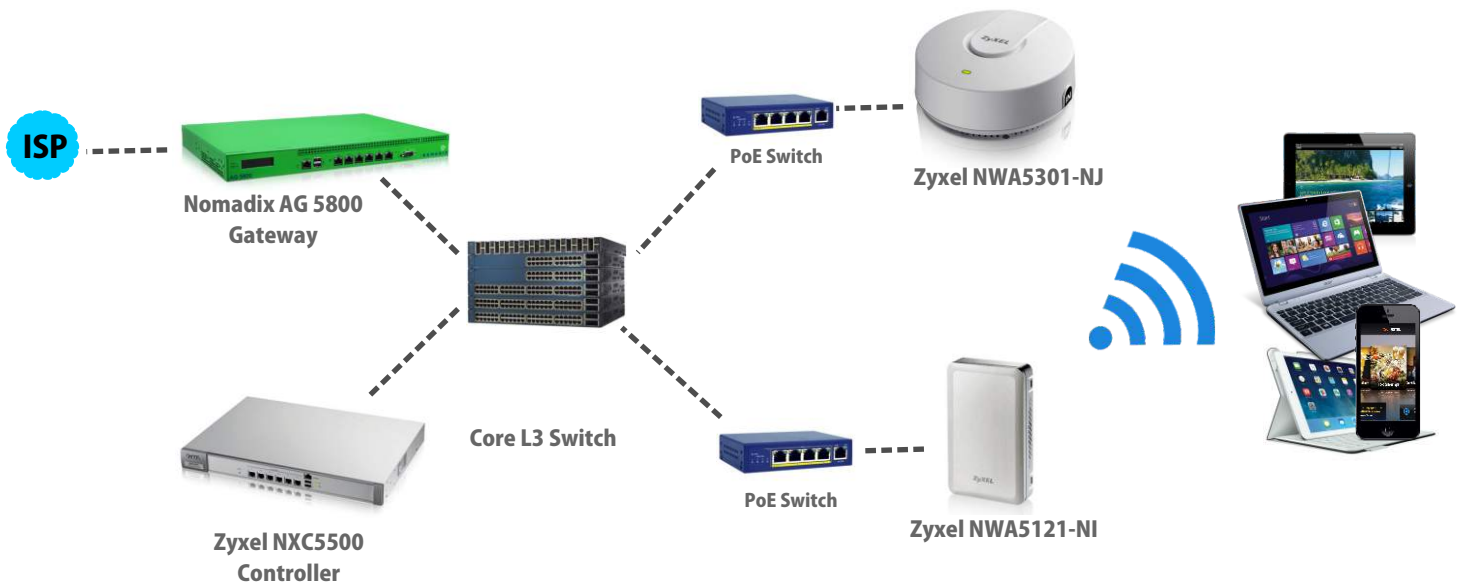


Zyxel NWA 5301-NJ (802.11 b/g/n Wall-Plate Unified Access Point):

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.



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.



Honey Steel Belvis (IT Manager)

City Seasons Hotel Al Ain, UAE

I had a great time working with TNG on Wi-Fi project for CS Alain Hotel and I was more than delighted as, Wi-Fi coverage here is flawless and we have exceptional reduction in Guest complaints for Wi-Fi in Hotel.

The Network Guide (FZC) popularly known as TNG is an ISO 9001:2008 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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