



City Seasons Hotel, Muscat Uses TNG's Hospitality solutions to Facilitate wireless Internet Connection.

Customer Name :

City Seasons Hotel, Muscat.

Customer Industry :

Hospitality

Challenges :

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

Benefits :

- ◆ Easy on Network Administrator as all the Access Points are managed through Wireless LAN controller.
- ◆ Excellent wireless signals in entire property including public places.
- ◆ Quick implementation of new wireless solution with zero downtime.
- ◆ Flawless Wi-Fi 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

City Seasons Hotel Muscat redefines the business hotel category in Muscat, combining unparalleled luxury with contemporary elegance and efficiency. Located on Al Sultan Qaboos Street, City Seasons Hotel Muscat is situated in the heart of the City's Diplomatic area and commercial business district and is a growing landmark of the region's corporate achievement. This luxury hotel

consists of 269 rooms and suites and is connected to the, soon to be open Bin Ham Boulevard, a new and unique shopping destination in Muscat. City Seasons Hotel Muscat has been designed to cater for every possible need that a business traveler may have.

Challenges

Hotel Industry is ever evolving, ever changing not by its nature but due to the need of an hour. New and progressive concepts have emerged in the market with time, leading to the evolution and growth of new trends in the hotel industry. Industry has always operated in a same manner i.e. it acts for adopting the changes brought by the new introduced trends and technology. No matter how magnificently any hotel is built, its revenue flows from the number of guests staying in the hotel's room or utilizing any other services of hotel like its restaurants, bar, banquets, conference halls, spa, gym, beauty salon, swimming pools etc. It is a direct customer based industry whose main focus is towards the customer's satisfaction and customer retention so as to earn their long term loyalty towards their brand.

Word is going BOYD (Bring your own device), every guest carries their devices where ever they go and they demands for reliable

connectivity. This is due to many factors. 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.

Moreover many companies prefer an informal hotel environment to improve relationships with business partners, motivate employees and enhance the effectiveness of trainings. Off-site meetings, training, and even popular teambuilding sessions cannot 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 City Seasons Hotel staff realized this and chooses TNG to upgrade their wireless Internet for better, flawless and much reliable Internet for their guest.

Solutions and Benefits

City Seasons Hotel approached TNG to conduct a Survey to upgrade Wi-Fi quality and signal reach to accommodate guests and staff located across the Hotel. After consultations with TNG's team of Wi-Fi experts, City Seasons Hotel decided to adapt the TNG's Wi-Fi solution. A total of 365 access points are installed in the entire property which is powered by their existing PoE switches. TNG's Wi-Fi solution place cutting-edge technology at the fingertips of vendors, guests, exhibitors, and administrators. Vendors and exhibitors value the ability to bolster their brand and conference presence with wireless applications. Guests are provided with an engaging wireless, but "wired-like," Internet

connection throughout the property.

The network Administrator is now able to monitor and configure the settings of all the access points from one place with the help of Wireless LAN controller which is making his job easy.

Another key improvement is guests are now able to stay connected to a single network within the hotel premises without the need to re-register when moving from one area to another.

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.

Nomadix AG 5800



Key Features of AG 5800:

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

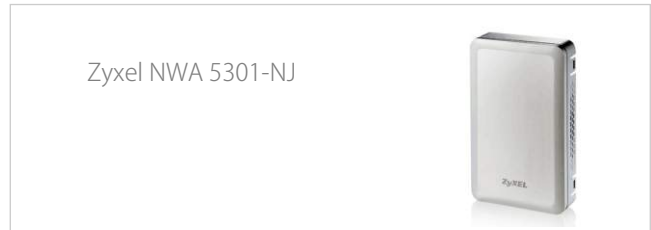
Zyxel NXC5500 Controller:

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 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.

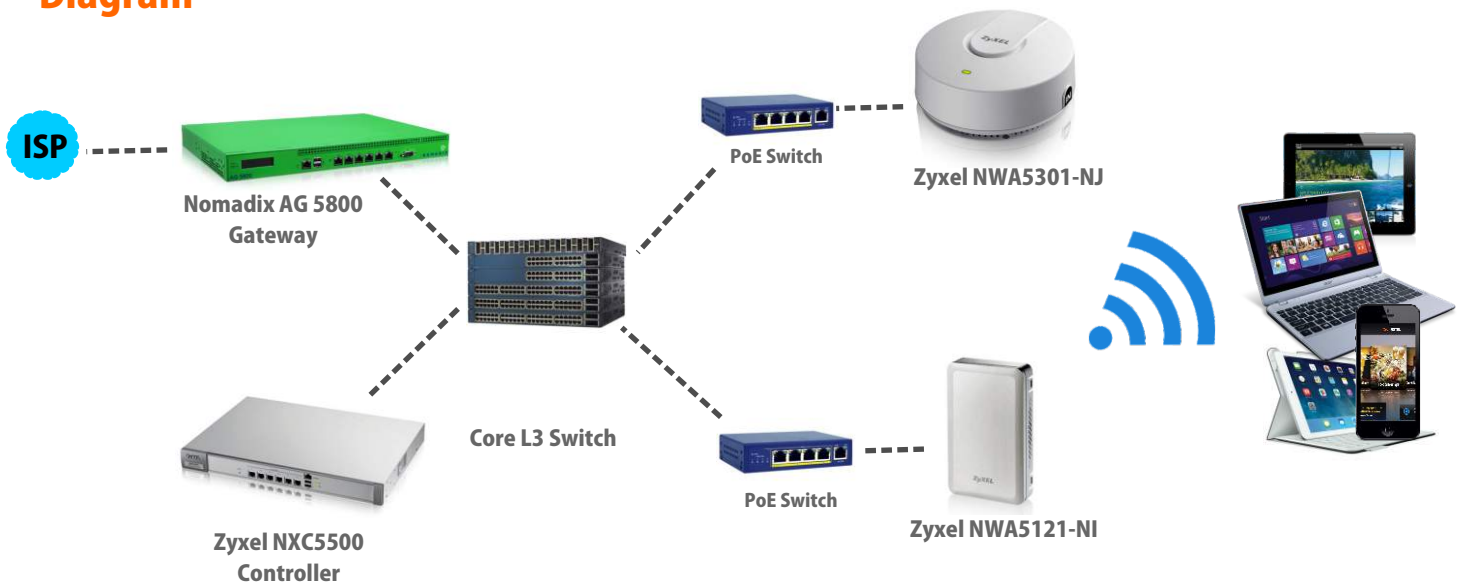


ZyXEL NWA5121-NI (802.11 a/b/g/n Unified Access Point):

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.



Kishore Kumar (IT Manager)

City Seasons Muscat Hotel, Oman

I am pleased to say our satisfaction with the standard of service, offered to us by qualified and efficient team of TNG. This is the company with high integrity and strong, traditional, values focusing on providing the utmost levels of customer satisfaction. The team who is providing services to our Hotels has shown how passionate they are about their job and has delivered high level of professional service.

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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