

ANTlabs HOSPITALITY

Featured Case Scenario: Wyndham Orlando Resort

With hundreds of successful high speed internet access (HSIA) deployments in hotels and service apartments worldwide, ANTlabs is no stranger to providing HSIA solutions for the hospitality industry.

And when Wyndham Orlando Resort in Florida (USA) looked to introduce a HSIA service for its 48-acre estate of more than 1,000 guest rooms and over 200 suites, ANTlabs readily leveraged on its deployment experience with such notable names as The Oriental (Singapore), Mandarin Oriental Kuala Lumpur (Malaysia), Westin Taipei (Taiwan), Intercontinental Manila (Philippines), Conrad Bali (Indonesia), Sofitel Xian (China) and Q 1 (Australia).

Increasing demand for Internet access from guests and visitors had prompted Wyndham to replace its existing network solution with one that would allow them to support a charged HSIA service throughout its premises for guests and visitors.

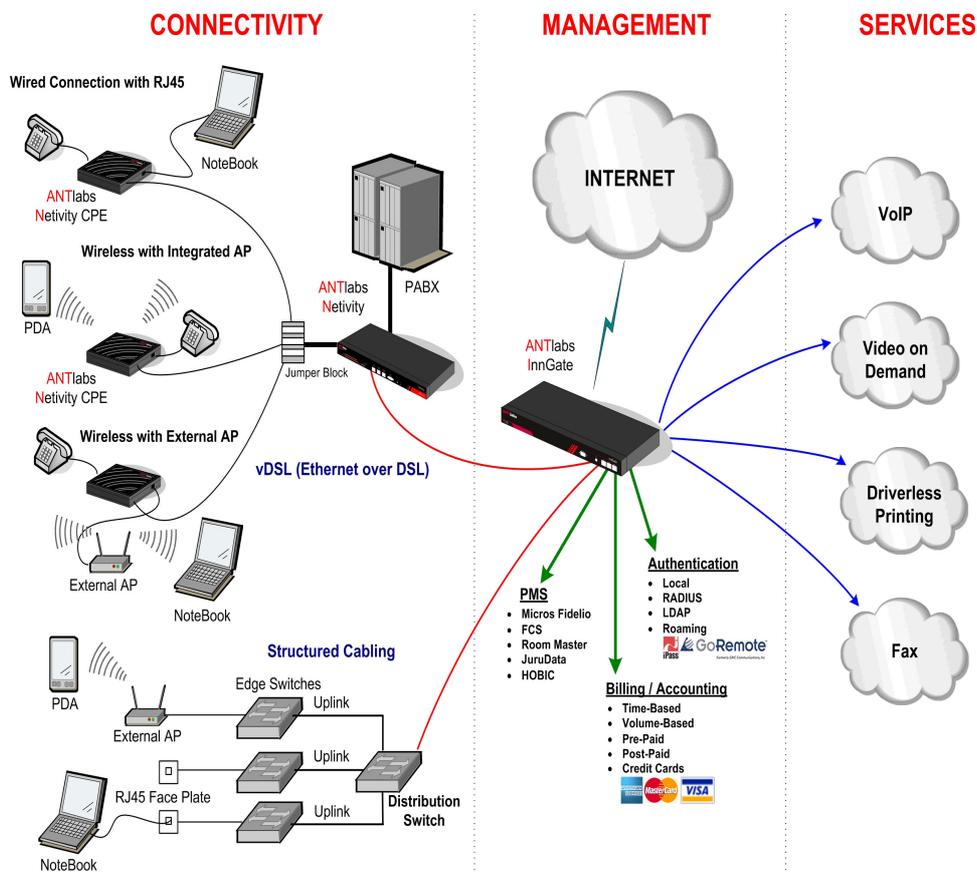
Different Internet service scopes using both wired and wireless technologies were thus defined to cover the guest rooms, conference/event rooms and public areas.

Wyndham's Requirements

For guest room Internet access, Wyndham wanted to leverage on the existing Cat 3 telephone infrastructure for both cost efficiency and ease of deployment. Internet charges would be posted to the existing Micros Fidelio property management system (PMS) and billed to the guest upon check-out, along with any other in-room services. In addition, guests enrolled in Wyndham's ByRequest membership programme would enjoy free Internet access.

In the conference/event rooms, Wyndham wanted to offer a prepaid service for wireless Internet access. In addition, Wyndham needed a seamless way for the Conference Manager to schedule the availability of the Internet service based on the booking schedule.

Finally, wireless access would be available in areas such as the lobby, eateries, gardens, etc, via credit card payment or prepaid accounts, similar to the public Wi-Fi hotspot services rolled-out by ANTlabs' Telco customers, the most notable being the airport-wide Wi-Fi service at Singapore Changi Airport.



Although the 3 service scopes were quite distinct, each having their own type of billing, Wyndham wanted a centrally managed solution for consistency in the end-user experience and backend administration, eliminating the costly need to maintain separate infrastructures for each service scope.

ANTlabs InnGate Hospitality Solution

The ANTlabs InnGate hospitality solution is a high speed internet access platform for hospitality establishments that enables ANTlabs' three tiered **Connectivity | Management | Services** (C|M|S) hospitality broadband solution for service providers.



The Connectivity Tier represents the solution's ability to integrate easily with any existing network architecture allowing Wyndham's guest room Internet to be deployed over the Cat 3 telephone infrastructure using the VDSL option while the other areas adopted a wireless design.

The InnGate manages all user traffic across the various wired and wireless infrastructures and centralizes the management of the network access policies for each location.

The Management Tier represents the core Authentication, Authorization and Accounting (AAA) functionality and HSIA management capabilities that make short work of administrating the broadband infrastructure, minimizing technical support requirements and lowering the total cost of ownership, enabling Wyndham to focus on its core competency of service delivery.

One of the InnGate's key value propositions for Wyndham is the seamless integration with Fidelio, enabling direct posting of Internet charges to the PMS for consolidated in-room billing. In addition, the InnGate recognizes guest information sent by the PMS and gives Wyndham's ByRequest members free Internet access. The InnGate also supports various payment methods via a Prepaid Account Management module and Credit-Card Payment Gateway, allowing Wyndham to fully leverage the revenue potential of the HSIA service for guests and visitors alike.

With Wyndham's busy MICE schedule all-year-round, the Event Scheduler feature reduces the administrative effort by automating the process of enabling and disabling the HSIA service for the conference/event rooms according to the booking schedule.

In addition, to protect Wyndham's service against denial of service (DOS) attacks and email SPAM during peak periods, the InnGate features built-in anti-SPAM and anti-DOS capabilities. The impact of such attacks can be costly and many hospitality institutions have found their IP addresses blacklisted by broadband service providers due to malicious code on compromised end-points.

The Services Tier represents the InnGate's service provisioning capabilities, allowing the service provider to go beyond mere Internet access and offer higher-valued

Internet services. For example, Wyndham can now create new services by using the InnGate's API to dynamically change the user's access group, increase the amount of time left, throttle bandwidth on the fly and invoke PMS posting to charge for these on-demand services.

All this is built on top of the ANTlabs Tru'Connect™ technology which delivers plug and play networking to end-users without the need for client-side software installation or network settings configuration.

Corporate users also have much to cheer with driverless printing services (eg. PrintMe and PrinterOn) and enhanced support for VPN connectivity back to their enterprise intranet.

ANTlabs InnGate: The Preferred Choice

The ANTlabs InnGate hospitality solution is a complete HSIA service platform for offering broadband access and Internet services.

The ease of connectivity, powerful management features and service provisioning capabilities allowed Wyndham to reduce its total cost of ownership and maximize revenue opportunities with new HSIA services.

These success factors make the ANTlabs InnGate hospitality solution the preferred choice for many hospitality institutions around the world.



"ANTlabs Tru'Connect technology truly enables seamless plug and play connectivity for all our guests without the need for device reconfiguration. Our guests are now able to connect to our network with DHCP or even with their own statically assigned IP address. In addition, the ANTlabs' InnGate is able to establish a two-way interface with our PMS allowing us to tailor to our guest room billing requirements. With so many features such as built-in authentication, network management and bandwidth shaping just to name a few, we are able to meet and exceed the demands for a true high speed Internet service. I highly recommend the ANTlabs InnGate service gateway. With its powerful provisioning capabilities, you will be able to provide your guests with the highest-valued Internet Service and maximize the return on your investments." – Andy DeGuzman, Director of Information Technology, Wyndham Orlando Resort.