



Improving Guest Satisfaction and Loyalty with Great Wi-Fi

♥ CUSTOMER PROFILE



Company: Loreland Farm Resort

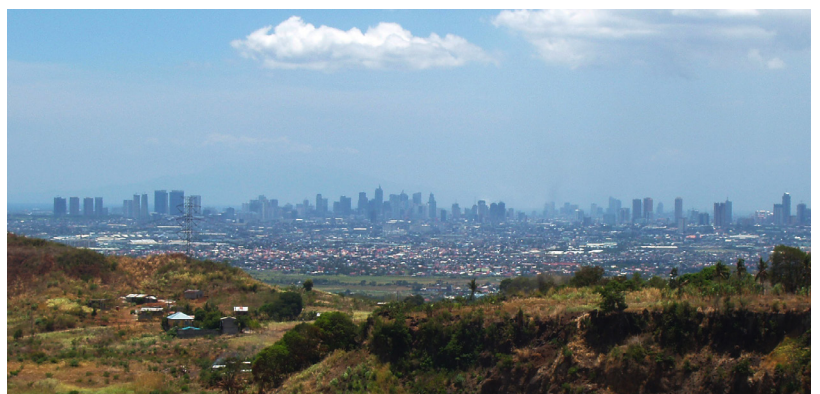
Industry: Hotel Resort, Spa &
Sports & Recreation

Location: Antipolo City, Philippines

Area: Eight (8) Hectares

♥ BACKGROUND

An 8 hectare land resort which you'll cherish for its relaxing and unique ambiance. It offers an ideal accommodations for business, leisure and family in breathtaking location amidst the rolling hills and green landscapes of Antipolo City. It is the best location for meetings, events reunions & weddings with an overlooking view of Metro Manila. Today, in its more than 10 years of existence, Loreland is a byword as "the place to be".



▼ CHALLENGE

With its improved service and facilities, Loreland Farm Resort is the perfect choice for a secluded vacation for friends and families, as well as a nice venue for its overlooking view of Metro Manila. Wireless internet access is surely an expectation for guests seeking to upload photos in their social media accounts and having video chats to keep in touch with their relatives. Unfortunately, the only internet connection Loreland have is in their management office near the entrance/exit of the resort. Thus having a not so good impact on guest satisfaction.



Issues such as having too many trees surrounding the resort has caused some difficulty for the line of sight connecting to the base station. Adding few poles for the other units to be successfully installed also served as a challenge.

▼ SOLUTION

We conducted a site survey in the area in order to evaluate the needs of the management. With this, we focused on providing:

Reliability - To create a stable and have a reliable connections to every device.

Coverage - To transmit a network signal that is

available across the entire area with no dead zones.

Centralized Management - To allow administrators to easily and efficiently manage and monitor the wireless network.



With the growing reliance on smartphones for everyday activities, WiFi connection has the power to play an important role for an average customer's experience. When there's free WiFi, guests are able to explore, discover, and enjoy their experience or stay at the resort. TP-Link's Auranet WiFi Solution allows you to create a modern and compelling experience for all of your customers. To provide robust Wi-Fi connectivity solution for Loreland, the TP-Link technical team recommended that the hotel implements a Point to Multi-Point connectivity which supports 9 units EAP330 that can attain 1.9Gbps with dual band SSID (2.4Ghz & 5Ghz), 2 WBS510 + TL-ANT5819MS, 5 CPE510 and 5 TLSG1008PE.

▼ STRUCTURE SET-UP OF THE SOLUTION

The WBS510 + TL-ANT5819MS was placed on the railings of a huge water tank in the resort (Highest point to reach), to connect to all requested sites.

The 5 units of CPE510 was installed in the said sites.

(Please see structure below)

EACH SITE = 1 CPE510 + 1 TL-SG1008PE



Each site has one CPE510 + 1 TL-SG1008PE.

TL-SG1008PE is where the access point was connected. The access point will now provide the wireless connection to the guests in the whole area of the resort.



▼ RESULTS

TP-Link's solution met the needs of Loreland Farm Resort providing a wireless connection to all their guest and clients. The most reliable advantage of installing Access Points guarantees 24/7 wireless connection. The resort admin has expressed their intense satisfaction with their newly implemented solution and 100% of the staff and guests reports improved internet service.

TP-LINK's EAP Solution provides the reliable, high-performance wireless network the Loreland Farm Resort and its guests demand. The centralized Wi-Fi management platform allows the resort's network administrator to effortlessly manage and monitor the entire wireless network with great efficiency.