

## PROFILE

**Name:** Intello Technologies Inc.

**Industry:** Software and Consulting Solutions

**Location:** Québec, Canada

**Profile:** Since 2003, Intello Technologies has been providing technology solutions to the hospitality and lodging industries, designing, architecting and deploying integrated proprietary software and hardware solutions.



**"We searched a long time to find a partner with the calibre of quality, value and pricing that TP-Link provides."**

*Intello Technologies*

# TP-Link Helps Intello Welcome Guests

## with Best-in-Class Hotel Network Solution

## BACKGROUND

Technology has become critical in attracting and retaining the modern hotel guest. The competitive hospitality sector requires investing in a wide range of solutions that meet high-capacity needs in order for hotels to gain a leading edge. It also challenges management to remain versatile with their service offerings that typically includes complimentary Wi-Fi. Therefore, it's critical to find a technology solution that is flexible and adaptive to demand, consistently reliable for users and suitable for both short-term and long-term budgets. With rising expectations on hotel connectivity, "surprise and delight" have been replaced by "expected and assumed." Reservations must be easily made from any smart device, guestrooms must facilitate access to any type of content and conference rooms cannot afford to run anything less than perfect. A rock-solid connection is expected and effective data transportation assumed. A network has become a hotel's most valuable asset.

When you talk to professionals in the hospitality industry and match them up with experts from the technology industry the result is Intello Technologies Inc. Since 2003, they have been delivering effective technology solutions to the Canadian hospitality and lodging sector. In order to provide the fastest,

most stable network for their clients, an experienced consulting team understands and prioritize reliability, sustainability and value in their hardware partners.

Intello Technologies provides proprietary software and technology consulting services to the hospitality sector. Demand is growing to provide more powerful and reliable wireless internet solutions and services, at the best price for hospitality clients' properties.

**"As integrators, it's our name and integrity at risk while we meet the end-to-end needs of our clients and when providing a hardware solution, our partners need to offer the best quality, service and pricing for a successful implementation."**

*Intello Technologies*

Expectations are high from guests, ranging from families with short-term stays to corporations with large conferences. No matter the customer, the increasing need for network volume, performance and range means little room for error. Intello's mission, is to deliver an impeccable network for the ideal hotel experience and satisfied guest.

## CHALLENGES

It's typical today to have a family of four arrive at their hotel destination; with mom, who's an entrepreneur, logging in to manage her business, paying her staff through a secure mobile payment method. Then dad, answering calls on his cell phone and downloading presentations while his account manager preps him on the phone for tomorrow's conference that he's delivering early morning to 50 top "C" suite executives and prospective clients – all within the walls of this hotel room and demanding loads of data. Their teenaged children, each have tablets and love to try new interactive games or stream their favourite movie while mom and dad have a few hours to commit to their work. This is a snapshot of a typical Canadian family stationed in one room within the hotel.

Intello's client base within the hospitality sector manages these types of Wi-Fi challenges every day. They defined specifications and built a Request for Proposal (RFP) to manage sustainable wireless needs and prepare their countrywide search for the right wireless solution partner who can accomplish the following:

### **An affordable and non-disruptive wireless solution to keep our hotel partners competitive.**

"A large element of our search for our new technology partner was based on filling a need for expandability and flexibility. We were previously challenged with old equipment that had a huge initial investment. The few short years that we had it, the Wi-Fi solution didn't pay for itself before it became obsolete."

### **A reliable and secure network for clients, staff and management.**

"Security in data and dollar transfer, as well as identity and privacy protection are always top of mind for us and we need to have that peace-of-mind from our solution provider. Trust is important for our brand integrity with our clients and we can't afford errors in this area."

### **Ongoing support even after the solution is installed, as part of the overall client experience.**

"We've learned that many solution providers talk a good talk and sell, install and wash their hands once the transaction is complete. We look for much-needed support as we move forward and grow. Not just the initial implementation process which is also important, but the ongoing product support. Our partner needed to be able to provide a high level of support without an unnecessary monthly cost associated with their service."

## SOLUTION

### **Intello Technologies selects TP-Link, Canada.**

Intello Technologies developed a formula to successfully identify the right partner with a stellar product that reflects their company's core value of affordability, quality and service. A partner who would manage the high demands of today and meet the higher expectations of tomorrow. A global corporation with a track record of flexibility to deploy quickly, agility to manufacture internally, responsiveness to supply on demand and reach to deliver on a global scale. Finding every requirement met, Intello Technologies Inc. selected TP-Link, Canada, a global company with solutions that come second to none.



We have a specific method of finding the best-in-class to work with by taking their engineers and hardware and engaging them in an advanced "bench test" performance testing lab. An important element to selecting our partners is to prove their ability to integrate their hardware to our systems. We demand top performance and quality but the price and service needs to be competitive. TP-Link was brought in as part of our process to focus on improving internet services. Their switches and access points were tested and retested and the outcomes were outstanding with their switches resulting in a 1% failure rate. That's pretty much unheard of in the industry with 99% success."

**Claude Senechal**

SVP of Sales and Marketing, Intello  
Montreal, Québec

### **Powerful hardware ensures excellent Wi-Fi performance for demanding hotel and conference environments.**

The engineer team set out to ensure a consistent Wi-Fi experience with wall-to-wall and even outdoor coverage. They chose the EAP Series Access Points EAP330 and EAP320, using advanced MIMO and TurboQAM technology to reach speeds of up to 1.9Gbps.

The TP-Link EAP320 AC1200 Wireless Dual-Band Gigabit Access Point delivers dual-band Wi-Fi speeds of up to 300 Mbps on 2.4GHz and 867 Mbps on 5GHz with guaranteed optimal RF performance for business-level applications. A 1 Gb LAN port supports Power-over-Ethernet (PoE) for flexible deployment. Security features such as captive portal for guest authentication, access control, wireless MAC address filtering, wireless isolation between clients, SSID to VLAN mapping and multiple operating modes including managed AP and standalone AP satisfies different application conditions.



One way we can gain a competitive advantage in the hospitality business is to offer fast and reliable internet service as part of our hotel package. Our clients expect it and their demands are growing with increased use with a multitude of devices that require high data capabilities. TP-Link has built and delivered reliable and affordable switches and access point solutions for our hotels. We are extremely happy with their devices, service and pricing."

**Manon Fortin**

General Manager, Hotels Universel / Ambassadeur / Concorde  
Montreal, Québec





The TP-Link EAP330 AC1900 Wireless Dual-Band Gigabit Access Point uses MIMO and TurboQAM technologies to deliver dual-band Wi-Fi speeds of up to 600 Mbps on 2.4GHz and 1300 Mbps on 5GHz. Two 1 Gbps LAN ports support PoE and is flexible for mounting on the ceiling or wall to fit any configuration and need. Broadcom enterprise-class chipsets offer outstanding enterprise-grade performance, resulting in longer spans of stable operation and larger client capacities. Airtime Fairness, Beamforming and Band Steering technologies provide optimal RF performance for the best Wi-Fi experience in the high-density environment within a hotel. A dedicated high-power amplifier, professional antenna and well-designed RF shield ensures excellent wireless stability, coverage and performance.

All TP-Link EAP series products come with the free EAP Controller Software that lets administrators easily manage and monitor hundreds of EAPs in multiple sites from a single location. It is flexible, easy-to-manage and provides exceptional value. The ability to control, adjust and visualize the entire network from any connected PC makes centralized business Wi-Fi management more efficient and economical than ever before.

### **A high-performance enterprise-level solution with outstanding value.**

The TP-Link JetStream 48-Port Gigabit Smart Switch T1600G-52 provides the ideal access-edge solution with stellar speed and support to manage demands and expectations in the hospitality sector. This solution is expandable to manage high volumes, while remaining cost-effective and versatile.

The TP-Link JetStream 48-Port Gigabit Smart Switch T1600G-52TS is a high-value solution with outstanding performance that is easy on the pocketbook. Equipped with 48 Gigabit RJ45 ports and 4 SFP slots, T1600G-52TS supports multiple useful features. Static Routing helps route internal traffic for more efficient use of network resources. The Storm Control feature protects against broadcast, multicast and unknown unicast Storm. The L2/L2+ series of switches provides enhanced traffic management and group capabilities to move data smoother and faster. The easy-to-use web management interfaces, along with SNMP, RMON and dual image create faster setup and configuration with less downtime. One of the primary components of the network system, TP-Link JetStream switches represent the primary components of the network system with multiple WAN connections to multiple ISPs, balancing and backing up as needed.



As the Canadian hospitality and lodging industry continues to evolve, TP-Link remains competitive in designing wireless solutions, focused on planning and delivering top-quality services to our clients and patrons. Our team of experts understands the importance of providing reliable products with full-service support. A competitive advantage that I'm personally proud of is our free warranty package. TP-Link Canada is invested in our dedication to every client. This is reflected in our continual growth that is positioning TP-Link as an industry leader in manufacturing and consulting services, implementing high-quality switches, stacks and Wi-Fi solutions."

**Ivan Li**

*General Manager, TP-Link Canada  
Richmond Hill, Ontario*

A global leader and visionary, TP-Link backs their products with limited lifetime warranty with no extra monthly maintenance cost and with one-day average response time. Offering a direct-from-manufacturer model, they're able to remain competitive and nimble with a Canadian-based warehouse, enabling their ability to supply on-demand service to their Canadian clients. Integrated systems compatibly run with all North American networking standards. Easy to configure, reliable and expandable, the TP-Link solution is packed at a competitive price.

## **PRODUCT PROFILE**

### **EAP320**

AC1200 Wireless Dual-Band Gigabit Ceiling Mount Access Point

### **EAP330**

AC1900 Wireless Dual-Band Gigabit Ceiling Mount Access Point

### **T1500G-10MPS**

JetStream 8-Port Gigabit Smart PoE+ Switch with 2 SFP Slots

### **TL-SG5412F**

JetStream 12-Port Gigabit SFP L2 Managed Switch with 4 Combo 1000BASE-T Ports

### **T1600G-28TS**

JetStream 24-Port Gigabit Smart Switch with 4 SFP Slots

### **T1600G-28PS**

JetStream 24-Port Gigabit Smart PoE+ Switch with 4 SFP Slots

### **T2600G-28MPS**

JetStream 24-Port Gigabit L2 Managed Switch with 4 SFP Slots

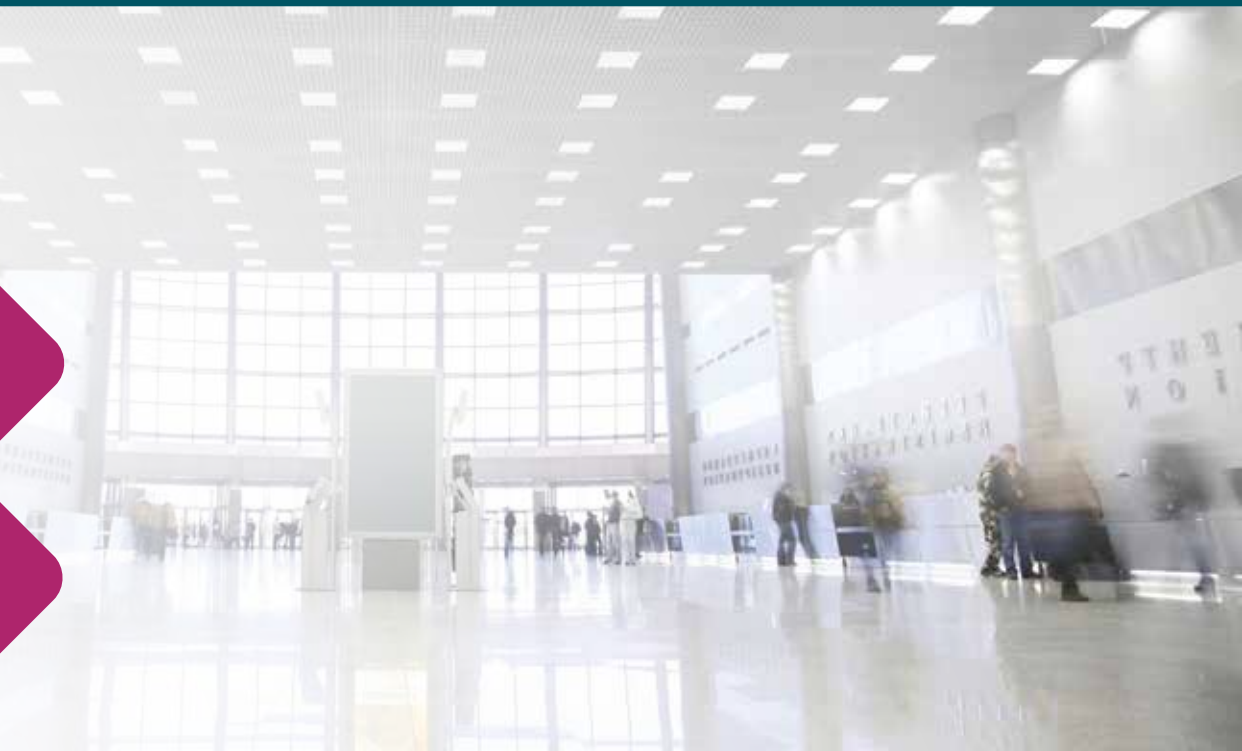
### **T1600G-52TS**

JetStream 48-Port Gigabit Smart Switch with 4 SFP Slots

### **T1600G-52PS**

JetStream 48-Port Gigabit Smart PoE+ Switch with 4 SFP Slots





## About TP-Link

Founded in 1996, TP-Link is a global provider of reliable networking devices and accessories, involved in all aspects of everyday life. The company is consistently ranked by analyst firm IDC as the No. 1 provider of WLAN and broadband CPE devices, supplying distribution to more than 120 countries and serving hundreds of millions of people worldwide.

With a proven heritage of stability, performance and value, TP-Link has curated a portfolio of products that meet the networking needs of all individuals. Now, as the connected lifestyle continues to evolve, the company is expanding today to exceed the demands of tomorrow.

TP-Link believes in maintaining a consistently high-level of service and solutions. Our expert engineers will come to your organization and provide complimentary network assessment and Wi-Fi and heat map services. When you become a TP-Link commercial business partner, you will experience:

- Free network assessments
- Free dedicated support
- Free training
- Free firmware updates
- Free limited lifetime warranty
- Up to 8% backend rebate on all commercial products



Register to be a partner at [www.tplinkcanada.ca](http://www.tplinkcanada.ca) today!