TP-Link help improve Guest Satisfaction and Loyalty with smart Wi-Fi solution at "1873 Equestrain Resort, Karjat".

CUSTOMER PROFILE

Name: 1873 Equestrian Resort
Industry: Hospitality
Location: Karjat, Maharashtra.

CUSTOMER BACKGROUND

1873 Equestrian Club and Resort is India's Equine Lifestyle Resort, with facilities including 11 luxurious villas, swimming pool, jacuzzi, a multi-cuisine restaurant and bar for a perfect weekend getaway. The resort also hosts 30 horse stables offering a wide range of activities including playing polo, show jumping and equine therapy.

CHALLENGES FACED

Customers visiting the resort belong to High Networth Individual category who require to be connected to internet at all times. "Mobile network connectivity at resort location is poor and unstable, hence providing stable Wi-Fi network connectivity was need of the hour", said Mr. Sagar Bolade, Project Head, Task Infotech.

The resort is spread over a large area and providing Wi-Fi in all areas of the resort was a challenge. Customer approached TP-Link for a solution that would resolve these issues and fulfil the demand for providing Wi-Fi coverage for all 11 villas eliminating Wi-Fi dead zones, providing reliable connectivity, sufficient capacity for providing enough bandwidth to all guests, intuitive and efficient centralized management to easily control and monitor the entire network, customizable authentication. Also providing power connection points at some location for installation of devices was a challenge.

❤ SOLUTION PROVIDED

During site survey we found that the villas are spread across a distance, hence we suggested them EAP225-Outdoor which uses MU-MIMO Technology to communicate with multiple clients at the same time making it an ideal solution for high density environment. It uses the latest mesh technology and the seamless roaming feature which provide the users a lag free Wi-Fi roaming environment and an enhanced online streaming experience. A resilient weatherproof enclosure protects the access points against harsh outdoor condition like Lightning, ESD, Dust and Water.

The EAP Series Business WiFi Solution incorporates EAP Series hardware, which provides a smooth, reliable wireless internet experience, and a powerful centralized management platform to ensure compliance standards are met using Captive Portal for OTP SMS Authentication without requiring specialized training or a large technical staff to manage the network. To solve the power connection issues faced, we have also installed Managed PoE Switch T2500G-10MPS, which is designed exclusively to meet networking needs of growing businesses, with an extensive suite of management and security features available, the T2500G-10MPS is an ideal solution for the deployment of PoE powered wireless access points or IP-based network surveillance cameras.

❤ RESULT AND CUSTOMER COMMENTS.

The resort is now covered entirely with Wi-Fi and is providing internet connectivity to its visitors. Customer satisfaction index for the resort has gone up since provision of Wi-Fi connectivity. **"TP-Link EAP solution provides our guests with a Strong, Reliable and Efficient Wi-Fi network for business and entertainment use during their stay"** said Mr. Suraj Nair, Operation Head, 1873 Equestrain Resort.

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