



TP-Link Improves Guest Satisfaction and Loyalty with Great Wi-Fi for Luxury Hotel in Greece

▼ CUSTOMER PROFILE

Name: Patmos Aktis Suites & Spa

Industry: Hospitality

Capacity: 56 Rooms

Location: Grikos Bay, Patmos Island, Greece

spectacular dining and an elegant bar in a unique seafront setting. Private pools and exclusive spa services complement the scenery to set guests' minds at ease. The hotel features a beautiful mixture of traditional Greek architecture and contemporary aesthetics.

▼ BACKGROUND

Patmos Aktis Suites & Spa is a five-star luxury hotel situated just a few steps from the beach of Grikos Bay on Greece's Patmos Island. Patmos Aktis is a boutique hotel that offers lavish suites, exclusive spa services,



▼ CHALLENGE

With its excellent service and facilities, Patmos Aktis is the perfect choice for a secluded vacation for couples and families, as well as a picturesque venue for occasions such as weddings and high-profile business events, the staff providing professional service for all. Wireless internet access is undoubtedly an expectation for most guests seeking to catch up on email, search for local attractions and use web-based voice and video chats to keep in touch with family and friends. Unfortunately, the previous network solution was outdated, with poor wireless coverage, frequent connectivity issues, weak security and lack of centralized management taking their toll. The inefficient and vulnerable network ultimately had a negative impact on guest satisfaction.



Patmos Aktis turned to TP-Link for a new solution that would resolve these issues and fulfill the following demands:

- Coverage for all 56 rooms and suites - no dead zones
- Reliable connectivity
- Sufficient capacity for providing enough bandwidth to all hotel guests
- Intuitive and efficient centralized management to easily control and monitor the entire network
- Customizable authentication
- Pleasant aesthetic design that would allow the access

points to blend effortlessly and naturally with the hotel's interior décor

▼ SOLUTION

TP-Link provided a wireless network solution that met all of the demands that were outlined by Patmos Aktis Suites & Spa. The comprehensive solution was comprised of 43 EAP access points, including 23 EAP110s, 17 EAP120s and three EAP220s. TP-Link's local partner Datalab, based in Kos Island, implemented the total project.



The solution provided:

- **Instant Installation**

The easy-mount design allows the EAP to be easily and seamlessly affixed to any wall or ceiling surface, preventing disruptive installation and maintenance.

- **High Performance**

The integrated Qualcomm Atheros 560MHz chipset allows the EAPs to provide reliable wireless connections and expansive wireless coverage for guests and staff in every part of the hotel. High-quality hardware ensures a strong wireless signal both inside and outside of the rooms where it is deployed.



- **Easy Centralized Management**

TP-Link's free EAP Controller software makes management easy by providing the network administrator with centralized configuration options and real-time monitoring capabilities.

- **Guest Wi-Fi with Customized Authentication Page**

With the powerful Guest Authentication functionality, Patmos Aktis was able to establish customized settings for the guest Wi-Fi network. They designed a unique authentication page and established a voucher system to limit the duration of use for each guest. The administrator also created a captive portal and implemented unique temporary accounts for guests that reflected the number of days they would be staying at the hotel.

- **Unobtrusive Aesthetics**

With their unobtrusive ceiling lamp appearance, EAP devices were compatible with the hotel's decorating style and were deployed without affecting its beautiful interior design.

- **Cost-Effectiveness**

The TP-Link solution offered the best value and cost-to-benefit ratio compared to other brands.

▼ RESULTS

Compared with the previous network solution, the TP-Link EAP Solution delivered dramatically enhanced wireless performance and provided guests with a

strong, consistent Wi-Fi signal for the duration of their stay. Guests reported great satisfaction with the wireless experience.

"TP-Link has helped us provide an outstanding customer experience with an affordable and easy-to-maintain system. The high-performance Wi-Fi provided the level of service that we need to keep our customers completely satisfied. I look forward to continued cooperation with TP-Link's professional team on future projects." – Nikolaos Pouliou, Owner of Patmos Aktis Suites & Spa