



TP-LINK Provides Wireless Coverage to Economy Hotels in Colombia

Hotel Mary [Colombia](#)

■ CUSTOMER PROFILE

Company Name: Hotel Mary

Number of Rooms: 75

Industry: Hotel

Location: Cucuta, Norte de Santander

■ BACKGROUND

Hotel Mary is a popular economy hotel in Colombia. It is comprised of a two-floor building that contains 75 guest rooms. Hotel Mary strives to achieve high customer satisfaction and provide excellent customer service and amenities. In recent years, Wi-Fi has become one of the most important amenities

that hotels provide and it is often a cornerstone of online reviews posted by hotel guests.

■ CHALLENGE

As smart devices became more and more popular, the hotel's outdated wireless network was incapable of meeting the demands of many customers and started to adversely affect the hotel's ratings in online reviews. The network was plagued with persistent issues, such as dropped connections, dead zones, and insufficient capacity. Hotel Mary also found the network management functions to be inconvenient and worried that the physical design of the older access points clashed with the hotel's interior decor.

To improve the experience that they offered to their guests, Mary Hotel's management needed to deploy a new wireless

network that met the following demands:

- Coverage – The wireless network must cover the entirety of the hotel and not contain any dead zones.
- Reliability – The wireless connection must be stable and reliable.
- Capacity – The wireless network must be capable of providing sufficient bandwidth to all hotel guests.
- Centralized Management – Network management must be intuitive and efficient, allowing network administrators to easily manage and monitor the entire wireless network.
- Aesthetic Design – Wireless access points must blend effortlessly and naturally with the hotel's interior decor.

■ SOLUTION

Hotel Mary has a dedicated internet channel with 5 Mbps of bandwidth, which the TP-LINK EAP Solution is more than capable of supporting. One TL-SF1048 Switch is capable of meeting the wired connectivity needs of all guests and staff members. Installing 13 EAP Series access points (EAP120) provided full wireless coverage for the two-floor building and all 75 of its guest rooms, without any Wi-Fi dead zones.

• Rapid Deployment

The EAP's easy-mount design makes hardware deployment quick and efficient, allowing installation to be completed with minimal inconvenience to staff and guests.

• Reliable Wireless Performance

The integrated Qualcomm Atheros 560MHz chipset allows the EAP120 to provide reliable wireless connections and expansive wireless coverage for guests and staff in every room of the hotel. The high-quality hardware ensures a strong wireless signal both inside and outside of the rooms where it is deployed.

• Intuitive Centralized Management Platform

The EAP Solution comes with an easy-to-use centralized management platform - the EAP Controller. Since the EAP



Controller software is included with EAP Series devices, there are no additional costs or annual fees. The intuitive user interface allows hotel personnel to quickly configure and monitor the entire network, making comprehensive management as efficient as possible.

• Captive Portal – Create Unique Accounts for Individual Guests

With the powerful Guest Authentication functionality, Hotel Mary can customize the settings of its guest Wi-Fi network by designing a unique authentication page and establishing a voucher system to limit the duration of use for each guest. They implemented a captive portal and created temporary sessions for guests, in accordance with the number of days they would be staying in the hotel.



- **Seamless Aesthetics**

EAP Series access points look like common ceiling lamps. Their easy-mount design allowed them to be installed on any wall or ceiling and seamlessly match the interior decor of the hotel.



- **BUSINESS RESULTS**

The Hotel Mary management has expressed intense satisfaction with their newly implemented solution and 100% of the staff reports improved internet service.

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