



Omada Overhauled Best Western - Aiden Hotels with full, seamless, high-capacity networking

Project scope

- 7 hotels in the Stockholm area
- More than 750 guest rooms
- Restaurants, public areas, meeting areas

Customer Profile

Name: Best Western - Aiden Hotel

Industry: Hospitality

Location: Stockholm, Sweden

Partner: Binero

Challenge

Aiden Hotel Sweden faced several critical challenges across its hotel network environment. The hotels had previously been owned by different operators, resulting in highly diverse network setups and solutions across the chain.

Many sites operated on fragmented legacy networks with outdated or inconsistent cabling, mixed equipment, and missing documentation. This heterogeneous environment created compatibility issues and made planning, deployment, troubleshooting, and future upgrades significantly more complex.

Solution / Products

- Omada Controller: OC300
- Omada Gateway: ER7206
- Omada Switch:
 - SG3452P
 - SG3428MP
 - SG2218P
 - SG2210P
- Omada Access Points:
 - EAP653
 - EAP615-Wall
- New CAT6 cabling for each access point
- Centralized Omada management platform for all hotels

Standardized Network Infrastructure Delivers Consistency Across Multi-Site Hospitality Estate

An **Omada network architecture** was installed across all seven Aiden hotels in Sweden. Omada by TP-Link, together with Binero, developed a complete solution plan after reviewing the existing technology and recommending the new equipment needed, also allowing for future upgrades.

In this case many cabling were replaced, as there were old cabling throughout the properties. Cabling was replaced with Cat6, and switches and access-points were replaced in guest rooms, meeting rooms, and even in the attic areas.

Each location will use the **same core layout, hardware and management platform**, enabling operational consistency and simplified maintenance across all sites. As a direct result of the new infrastructure, guest satisfaction has risen noticeably across the hotels. Network performance has become reliable, with guests now able to stream high quality content to in-room TVs, join video meetings, and enjoy stable connectivity even during a full occupancy.

According to CIC Hospitality's operations team, the network now "just works," **delivering the seamless digital experience** today's travellers expect from a hotel stay.

The same topology across all sites

Aiden Stockholm City was chosen as the reference site for the network design. The same topology was then implemented across the remaining six hotels.

This allowed for a standardized setup at all locations with only minor adjustment on each location. Each site is equipped with an **OC300 controller**, an **ER7206 gateway**, and an **SG3428MP core switch** in the main distribution frame (MDF), connecting the ISP, servers, and floor switches.

A License free solution

By choosing **Omada by tp-link** cloud and remote management, there are **no license fees** associated with the system.

All devices are managed without requiring traditional licenses. This provides **cost efficiency** and **significant savings** while allowing for a **fast ROI**.



Three Independently Managed Networks

Three logical independent networks VLAN were created, enhancing both performance, scalability and security. This to keep guest use and hotel operations separated.

- Guest network, all clients connected over Wi-Fi
- TV-network, streaming head-end wired
- Hotel administration network, all hotel computers, CCTV cameras and POS systems.

Omada Hardware Deployment

A total of **345 EAP653** and **17 EAP615-Wall access points** were installed to provide full wireless coverage across rooms, lobbies, restaurants and public areas.

40 switches were deployed (PoE and non-PoE variants) to power and connect access points and administrative devices.

Easy deployment and Central Management

The technicians saved time during installation by using the Omada system for onboarding and configuration. Utilizing Omada by tp-link's system compatibility **on smartphones**, it significantly simplified the process and sped up installation resulting lowering cost and resource drain on the project. The app also allows the customer to **manage the system remotely via cloud** in addition to the onsite controller available.

Cabling and Infrastructure Reuse

New **CAT6 cabling** was installed to every access point across all hotels. Existing cabling was reused for non-critical infrastructure to limit disruption.

"Guest satisfaction at our hotels has increased significantly, especially when it comes to network performance. Things just work now, guests can stream their content seamlessly to the TVs, join endless meetings, and even with full occupancy, everything runs perfectly."

Thomas Furulund
Senior Operations Manager
CIC Hospitality

