TP-Link Raises the Bar for Popular Beachfront Hotel in Greece

❤ CUSTOMER PROFILE

Name: Kos Aktis Art Hotel

Sector: Hospitality

Capacity: 36 Standard Rooms,
6 Junior Suites

Location: Kos Island, Greece

❤ BACKGROUND

THotel Kos Aktis Art Hotel (formerly Xenia Kos) Hotel is conveniently located in the commercial area of Kos Island, a major tourist destination in Greece. It has 36 rooms and 6 Junior suites, all overlooking the Aegean Sea. The Kos Aktis Art Hotel

also features 24-hour reception, a cozy bar and restaurant, a small gym and a meeting room for up to ten people. Open throughout the year, Hotel Kos Aktis Art Hotel has established itself as the most popular destination in the center of the island, while undoubtedly contributing to the city's cultural heritage.

❤ CHALLENGE

Internet access is a necessity when people travel, making wireless connectivity a key factor when choosing hotels. As the most popular destination on the island, Kos Aktis welcomes guests who expect an excellent wireless experience. Unfortunately, the previous Wi-Fi solution was outdated and weak, ultimately having negative impact on guest satisfaction. Consistent complaints about slow Wi-Fi

speeds and performance problems plagued the hotel's management. Eventually, they realized that it was time to improve their wireless network.

❖ SOLUTION

The Kos Aktis Art Hotel management decided that a wireless network solution from TP-Link would allow them to most effectively improve their customers' wireless network experience. Datalab, an IT solutions firm and TP-Link partner based in Kos Island, implemented the project.

The hotel installed a wireless network that consisted of 15 access points: thirteen EAP 110s and two EAP 220s, which are all managed using TP-Link's EAP Controller software.

Each of the three floors of the hotel now features four EAP 110 access points. Another EAP 110 was also installed in the reception area. The EAP110 comes with a PoE injector, which allows them to be connected to switches that could not otherwise offer PoE support.

The dual band EAP 220 access point has the capacity to provide connections for large numbers of clients, mitigating any interference that might be caused by neighbouring devices. This makes it ideal for providing wireless Internet access to patrons in the hotel's bar/restaurant, which is frequently one of its most crowded areas. A single Ethernet cable provides both the power supply and network connection for the EAP 220.

The access points are all connected to the two gigabit switches, which each have 24 ports.

The hotel also used a load balance router to provide Internet access and create internal network policies. Four broadband Internet lines were connected to the load balance router to provide bandwidth aggregation and redundancy.

The EAP Controller software provides administrators with the ability to control how much bandwidth is allocated to each client. It also provided them with the ability to configure the initial login page quickly and easily. Before they can access the internet, guests must visit the login page, where they receive vouchers and access codes that grant them free internet access for the duration of their stay. The EAP Controller software features a simple tool that allows staff to easily create vouchers with unique passwords. Each voucher can be customized to reflect the duration of each guest's stay and to control the number of devices that each guest can connect to the network.

The EAP Controller software also provides L3 management, which allows administrators to control the network from a remote location outside of the hotel. Customizing, upgrading, and automatically synchronizing access points is fast and easy, which ensures that the hotel staff is

capable of providing the best possible experience for every guest.

❥ BUSINESS RESULTS

The Kos Aktis Art Hotel management has expressed intense satisfaction with their newly implemented solution. TP-Link's EAP solution provides the reliable and high-performance wireless network platform that the Kos Aktis Art Hotel needed. The centralized management system allows for conveniently monitoring and managing the entire wireless network with great efficiency.

"Broad coverage, high performance, portal service, and easy management - the TP-Link EAP Solution had all the features we needed and the right price. The professionalism and qualifications of the TP-Link partner team contributed to our ability to provide an excellent hotel experience for our customers." Michael Chatzistergos, General Manager of Kos Aktis Art Hotel.