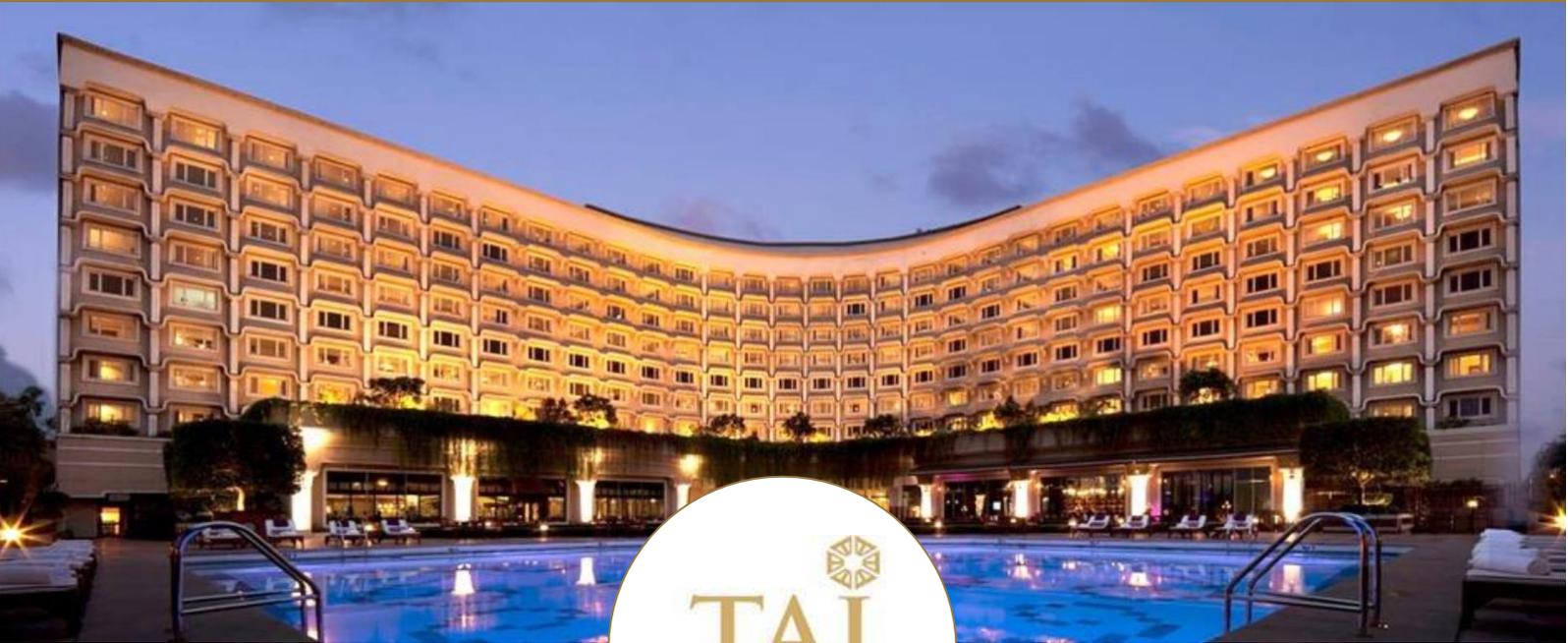


SEGMENT: HOTEL

"Let your fingers do the walking through our Wi-Fi"

OUR WI-FI WORKS HARDER FOR YOU TO EXTEND YOUR REACH.



OVERVIEW

Taj has brought together the unique beauty and traditions from across India in an experience that highlights true Indian hospitality. It has helped to put many Indian destinations on the map. From the resorts of Goa to upcoming business hubs of India's Silicon Valley, an iconic Taj Hotel is a mainstay of the destination.

With 100 hotels in 62 locations across India, Taj offers its guests the refined luxury of heritage combined with efficient service and local expertise to create a moment to remember.

In India, Taj hotels are strategically located to offer the Taj experience in Business Hubs, Industrial Towns and Metropolises, as well as the most remote pilgrimage centers, historic and natural destinations. The group has extended its international presence with 15 hotels in the Maldives, Malaysia, the UK, USA, Bhutan, Sri Lanka, Africa and the Middle East.

CUSTOMER ISSUE

Taj has probing for Excellent, Uninterrupted, Secured Network connectivity in rooms and public areas for there in House Guest.

The Taj Hotel transform the user experience and grows its bottom line with enhanced WiFi and analytics.





CHALLENGES

Understanding the importance that guests need a reliable, secure, and fast Wi-Fi, Taj Palace Hotel was determined to provide a network that supports entertainment.

The hotel's main challenge was an inability to install dedicated access points in every room, since the management preferred access points only in corridors and need to cover even double bed room suites.

This presented several difficulties, including signal penetration and strength at each and every corner of the hotel, as well as load balancing of clients between the access points.

To address these challenges and provide a robust Wi-Fi signal in all rooms for all guests, Taj Hotel management sought to deploy a wireless network that had to fulfil the following demands:

- Coverage transmits a network signal throughout all the rooms and suites of the hotel, particularly for the two-bedroom apartments.
- Offer reliable, high-speed Wi-Fi with perpetual roaming accommodation.
- Capacity Deliver a network with sufficient bandwidth to up to 1500 simultaneous user devices.
- Allow network administrators to an intuitive, efficient method to manage, monitor and control the entire wireless network from a single location.
- Reliability Provide a stable, dependable wireless signal for every guest's daily internet needs.
- Measure guest predilections and deportment.
- Engender digital hotel model to replicate ecumenically.
- Easy and customized AAA solution.
- Centralized Management.
- VX Controller.
- Support for both 2.4 and 5 GHz network.

SOLUTIONS

To address these challenges and provide a robust Wi-Fi solution for the hotel, I-ON implementation team performed a wireless survey, wireless heat map and the POC for three weeks.

It was concluded that hotel could provide seamless wireless coverage for all the guest rooms and facilities using Access Points and VX Controller.

RAPID DEPLOYMENT : The AP's easy-mount design makes hardware deployment quick and efficient, allowing installation with complete and minimal interruption to guests.

RELIABLE WIRELESS PERFORMANCE : The integrated Cisco and Motorola solution allows to provide reliable wireless connections and expansive wireless coverage for guests and equipment in every room of the hotel apartment.

Its Wi-Fi technology tremendously increases supporting capacity of bandwidth for users, ideal for the HD streaming needs TAJ looked to accommodate.

The high quality hardware, ensures a strong wireless signal in every corner of the hotel.

INTUITIVE CENTRALIZED MANAGEMENT PLATFORM : This process makes it even easier to make configuration in batches for all the AP devices.

Since the VX Controller software is included with AP devices, there are no additional costs or annual fees.

The intuitive user interface allows hotel's personnel to quickly configure and monitor the entire network, making comprehensive management as efficient as possible.

Bandwidth distribution and Quality of Service make it more efficient using the platform to ensure the ordering and billing system gets the highest priority.

COST-EFFECTIVE SOLUTIONS : I-ON Wi-Fi solution offered the best value and cost-to-benefit ratio when compared to other brands.

With affordability, it delivered high-power coverage, satisfying speeds and unflinching stability.

With Cisco and Motorola solution, Taj can detect, connect, and engage users anywhere in the hotel.

Captured Location Intelligence with Cisco PI and The Taj Hotel transforms the guest experiences and grows its bottom line with enhanced Wi-Fi and analytics.



BUSINESS BENEFITS

Taj now has a proven model to improve Wi-Fi experiences at its properties around the world. Using Cisco and Motorola Solutions,

- Enhancement in customer's satisfaction level.
- No. of Wi-Fi customer incremented results in more revenue generation for the hotel.
- Wi-Fi connectivity complain has minimized.

"I-ON has been our Partners for a long time because of very simple fact that they are the Pioneers in their respective fields and they are facilitating State of the Art Reliable and stable Internet Infrastructure which adds enormous value to the Hotel Services.

I wish I-ON All the Best in their existing and on-going ventures."

- Akhil Asthana
IT Manager,
Taj Palace, Delhi



We are pioneer in our field. Join us to create a new era of digital connected community.

SEGMENTS -

- Residential
- Hospitality
- Campus Solution
- Healthcare
- Corporate
- Retail

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