



## Hotel Puerta Del Sur



### Location

Valdivia, Chile

### Industry Vertical

Hotel Puerta Del Sur is a five-star luxury hotel and resort in the Chilean Lake District region, a major South American tourist destination. The hotel offers extensive guest services, as well as a business center and conference rooms.

### Scope

The goal of the project was to provide high-bandwidth, mobile internet access to guests in the five-story hotel, replacing an existing wireless system which suffered from poor or inconsistent service. Deploying a high-quality WLAN would allow Hotel Puerta Del Sur to generate an additional revenue stream from fee-based network access.

### Challenges

The WLAN needed to provide network access with guaranteed data rates anywhere in the Hotel's guest rooms, gym, events/conference rooms, restaurant, lobby, and bar. This called for a highly flexible system given the building's layout and 30-cm concrete walls which made wireless signal propagation highly problematic.

WLAN also needed to support up to 200-300 users at peak times, without capacity issues or performance slowdowns. Hotel Puerta Del Sur's manager, Leslie Bakker, summarized the objective simply, "A guest without Internet service is not a happy customer. I needed a WLAN that would keep my customers happy."

### Why Extricom ?

Hotel Puerta Del Sur's existing wireless system was prone to numerous coverage holes, had connectivity interruptions, and was not sufficiently stable to support enterprise-grade Wi-Fi. The Hotel was attracted by Extricom's Channel Blanket™ architecture, which enables highly resilient connectivity as well as complete mobility throughout the coverage area, without the AP-to-AP handoff of all other systems.

In addition, the Channel Blanket topology allows APs to be implemented in any density without co-channel interference. This translates to a system that supports high user capacity with a guaranteed minimum data rate and without tradeoffs in terms of coverage areas.

### Implementation Summary

The Extricom WLAN was deployed by a major Chilean VAR, I-Systems. The project was executed in the shortest possible timeframes and without any significant interruption to Hotel Puerta Del Sur's operations. According to Marcelo Herrera of I-Systems, "When implementing WLAN in a hotel, it's extremely important that the WLAN be easy to install, robust once installed, and even easier to maintain so that you don't have to make multiple trips to the customer premises. The Extricom system was extremely successful on all counts."

### Current Status and Next Stages

The Extricom WLAN was immediately put into production upon deployment, and has helped significantly raise levels of customer satisfaction at Hotel Puerta Del Sur. An easily customizable HTML access portal, standard with any Extricom WLAN, provides the integration into the Hotel's fee-based billing system.

### What the Customer is Saying

*"The key to success in our industry is increasing guest services and customer satisfaction, which leads to add-on revenue and repeat business. The comprehensive level of network access and overall ease of use that the Extricom WLAN enables fits perfectly into this strategy."*

*Leslie Bakker  
Manager  
Hotel Puerta Del Sur*