



Hotel Club Dorados

Location

Oaxtepec, Mexico

Industry Vertical

Major resort hotel and convention center with 40 conference rooms with capacity ranging from 20 to 7500 persons, as well as villas and suites capable of lodging up to 1600 guests.

Scope

The goal of the project was to enable mobile access to applications within the Hotel Club Dorado's conference center, thereby allowing the hotel to meet a business requirement for connectivity at conferences. The total conference center coverage area exceeded 20,000 square meters and included temporary outdoor facilities; additional coverage needed to be provided to villas and suites.

Challenges

Conference rooms required capacity for up to 400+ users accessing the network per room. Whatever solution was chosen had to provide sufficient coverage and capacity for converged applications, including high-bandwidth video conferencing and online training, as well as VoIP.

Any WLAN system downtime would strongly impact Hotel Club Dorado's ability to host conventions, creating bottom line affect on their business. As Gabriel González Sampedro, Hotel Club Dorados' Administrative Director noted, "The ability to provide wireless connectivity is a key component for our vertical, as it means we can offer specialized Entertainment and Business Service packages to enterprise customers. This is an important profit driver for the hospitality industry."

Why Extricom ?

Hotel Club Dorados legacy wireless solution consisted of consumer-grade APs that could only support 20 users at a time and with no mobility; it also required labor-intensive reworking of the system each time room configuration changed. Extricom was only technology capable of simultaneously ensuring all users had complete mobility, needed capacity and stable connectivity everywhere in the facility without requiring coverage tradeoffs.

In addition, the "AP anywhere" nature of the Extricom Channel Blanket meant the WLAN required little or no adjustment to accommodate changing needs. In real-world terms, this meant that if the number of participants at a conference proved larger than anticipated, it was not necessary to re-design the RF cell plan. Instead, Hotel Club Dorados personnel could simply add more APs. In the case of temporary Outdoor installations, the WLAN was installed as a mobile kit and then removed when no longer needed.

Implementation Summary

Implementation of the Extricom WLAN was performed by eSolution Consulting, a nationally based Mexican VAD with extensive telecom and Wi-Fi experience. The solution, consisting of multiple EXWO-404 Wireless Office bundles, was piloted over 30 days, then fully implemented in 4 hours without any technical hitches.

Current Status and Next Stages

The Extricom WLAN has proved completely successful in ensuring mobility and access for all participants at conferences in Hotel Club Dorado's facilities. As a side benefit, the WLAN has allowed the hotel to also implement VoIP for guests and a wireless video surveillance system to monitor hotel grounds and assist in staff management.

What the Customer is Saying

"We selected Extricom because a proven higher capacity to serve large amount of users connected at the same time, enabling us to greatly expand our conference offerings to a wide customer base. In addition, the solution's simplicity and robustness means that we no longer have to have an on-site IT support person present in each conference room. These two factors alone translate to significant and immediate ROI for us."

*C.P. Gabriel González Sampedro
Administrative Director
Hotel Club Dorados Oaxtepec*

