

ARRIS Carrier-Grade Wi-Fi Services Vertical Market Solutions for Hospitality

People get used to always-on Internet access in their homes and businesses, so when they travel they demand a reliable, high-speed connection offered by the places they visit. So, it's no surprise that Wi-Fi connectivity is a key feature offered by hotels and resorts. Business travelers demand a reliable, high-speed connection. And vacationers want to be able to share their experience with friends and family in real time. That makes providing reliable Wi-Fi service throughout the property, no matter the size and configuration, an essential service for hospitality companies that want to remain competitive.

Benefits for Hospitality Companies

- High quality connectivity
- Custom portal design with separate portals for headless devices (e.g. Xbox)
- Increased sales

The Challenge: Providing full Wi-Fi coverage for secluded cabins

Timeshare properties have a special place in the hospitality industry—where guests can choose to return time and again, so it feels more like a second home than a standard hotel. That's why guests expect high-speed Internet access in their home away from home. Recognizing this trend, a timeshare property in Texas offers Wi-Fi provided by its local service provider, in detached cabins in a lakeside setting surrounded by forest. The resort decided it was imperative to offer full Wi-Fi coverage for each unit as well as the common areas. It would also be important to ensure high-speed performance within the units for families who bring their own gaming devices, which consume large amounts of bandwidth.

The ARRIS Solution: Configuring access points to work with existing cable modems

The ARRIS team selected Wi-Fi access points that would work best with cable modems in each cabin. However, after installing several access points, the team discovered that there were poor signals caused by outdated cable splitters and low level signal input. The ARRIS team worked with the local Service Provider to upgrade the cable plant by replacing older splitters, adjusting the signal levels and adding a more robust cable in order to accommodate the bandwidth requirements in all of the cabins.

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Careful planning enabled the ARRIS team to do the engineering and installation while many of the units were occupied, without disturbing guests. This protected the property from any slow-down in revenue. The installation was completed in time to have reliable and seamless Wi-Fi coverage for vacationers arriving for the busy summer season.

In addition to configuring and installing access points for this unique environment, the ARRIS team designed a custom portal that required guests to register their individual devices, including gaming consoles. This information enables the owner to monitor all connected devices to ensure optimal service for all guests.



The Result: Wi-Fi connectivity that drives business growth

ARRIS leveraged its vast experience in the hospitality industry to design the best solution for this unique timeshare property. The team engineered and installed a best-in-class, carrier grade Wi-Fi solution to provide seamless access for all guests, with a custom portal for monitoring and managing connected devices for optimal Wi-Fi performance.

Feeling confident in the enhanced Wi-Fi solution, the property advertised the availability of reliable, high-speed Wi-Fi to prospective vacationers, which led to an increase in sales. Guests realized they can visit this beautiful lakeside venue and still stay connected to friends and family, as well as be able to work from a remote vacation spot.

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