



Provide Better Wi-Fi for the Unique Destination in Greece

Kos Aktis Art Hotel

■ CUSTOMER PROFILE

Company Name: Kos Aktis Art Hotel

Number of Rooms: 36 rooms and 6 junior suites

Industry: Hotel

Location: Kos Island, Greece

■ BACKGROUND

Hotel Kos Aktis Art Hotel (former Xenia Kos)

Hotel is conveniently located in the city of Kos Island. Located in the heart of the city, 300 meters from the medieval castle and the commercial port, 500 meters from the taxi station and 700 meters from the newly built marina of Kos.

Hotel Kos Aktis Art Hotel consists of 36

rooms and 6 Junior suites, all overlooking the Aegean Sea.

Hotel Kos Aktis Art Hotel also features a cozy bar - restaurant (H2O), a mini gym, a meeting room with capacity for 10 persons and 24-hour reception. Hotel Kos Aktis Art Hotel and restaurant coffee bar H2O remain open throughout the year and therefore have been established as the most popular destinations in the centre of the island, while undoubtedly contributing to the city's cultural heritage.

■ CHALLENGE

Internet access is a necessity when people travel and wireless connectivity has become a key factor when choosing hotels. Kos Aktis Art Hotel is one of the most popular destinations in the island. The previous Wi-Fi solution created a negative impact on guest satisfaction. Complaints about slow Wi-Fi speeds and consistent performance problems were too common. Kos Aktis Art

Hotel decided to improve their wireless network.

■ SOLUTION

The Kos Aktis Art Hotel's management decided that a wireless network solution from TP-LINK would allow them to improve their customers' wireless network experience. As a TP-LINK partner, Datalab, which is based in Kos Island, implemented the project.

The Hotel installed a wireless network that consists of 15 access points. It includes 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 and to mitigate any interference that might be caused by neighbouring devices. This makes it ideal for providing wireless Internet access to patrons in the Bar-Restaurant, which is frequently one of the most

crowded areas in the hotel. A single Ethernet cable provides both the power supply and network connection for each of the two EAP 220s installed in the Bar-Restaurant area of the hotel.

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. 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.



Cafeteria

■ 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, high-performance wireless network the Kos Aktis Art Hotel needed. The centralized management system allows the Kos Aktis Art Hotel's network administrator to effortlessly manage and monitor 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.