



# Improving Guest Satisfaction and Loyalty with Great Wi-Fi

## Patmos Aktis Suites & Spa

### ■ CUSTOMER PROFILE

Company Name: Patmos Aktis

Number of Rooms: 56

Industry: Hotel

Location: Grikos bay, Patmos Island

### ■ BACKGROUND

Patmos Aktis Suites & Spa is a 5-star luxury hotel situated only a few steps from the most fascinating beach on Patmos Island. Patmos Aktis is a boutique hotel that offers lavish suites, exclusive spa services, spectacular dining, and an elegant bar in a unique seafront setting. Private pools and

exclusive spa services complement the scenery and set your mind at ease. The hotel features a beautiful mixture of traditional architecture and contemporary aesthetics.



Lobby

## ■ CHALLENGE

With its excellent service and facilities, Patmos Aktis is the perfect choice for planning and organizing business meetings, social gatherings, and cultural events. The staff provides professional service for meetings of all kinds. Wireless Internet access is undoubtedly an expectation for most guests seeking to catch up on email, search for local attractions, and use web-based voice and video chats to keep in touch with family and friends. Unfortunately, the previous Patmos Aktis network solution was outdated. Poor wireless coverage, frequent connectivity issues, weak security, and lack of centralized management were taking their toll. The inefficient and vulnerable network ultimately had a negative impact on guest satisfaction. Patmos Aktis turned to TP-LINK for a new solution that would resolve these issues and fulfill the following demands:

- Coverage for all 56 rooms and suites - no dead zones
- Reliable connectivity
- Sufficient capacity for providing enough bandwidth to all hotel guests
- Intuitive and efficient centralized management to easily manage and monitor the entire network
- Customizable authentication
- Pleasant aesthetic design that would allow the access points to blend effortlessly and naturally with the hotel's interior décor

## ■ SOLUTION

TP-LINK provided a wireless network solution that met all of the demands that were outlined by Patmos Aktis Suites and Spa Hotel. The comprehensive solution was comprised of 43 EAP access points, including 23 EAP110s, 17 EAP120s, and 3 EAP220s. TP-LINK's partner Datalab, which is based in Kos Island, implemented the total project.

The solution provided:



### • Instant installation

The easy-mount design allows the EAP to be easily and seamlessly affixed to any wall or ceiling surface.

### • High Performance

The integrated Qualcomm Atheros 560MHz chipset allows the EAPs to provide reliable wireless connections and expansive wireless coverage for guests and staff in every part of the hotel. High-quality hardware ensures a strong wireless signal both inside and outside of the rooms where it is deployed.

### • Easy Centralized Management

TP-LINK's free EAP Controller software makes management easy by providing the network administrator with centralized configuration options and real-time monitoring capabilities.

### • Guest Wi-Fi with Customized Authentication Page

With the powerful Guest Authentication functionality, the Patmos Aktis Suites & spa was able to establish customized settings for the guest Wi-Fi network. It

has been designed a unique authentication page and established a voucher system to provide codes and define the duration of Internet access for each guest or groups of clients.

- **Unobtrusive Aesthetics**

With their unobtrusive “ceiling lamp” appearance, EAP devices were compatible with the hotel’s decorating style and were deployed without affecting the beautiful interior design.

- **Cost-Effective Solutions**

The TP-LINK solution offered the best value and cost-to-benefit ratio when compared to other brands.

- **BUSINESS RESULTS**

Compared with the previous solution, the TP-LINK EAP Solution delivered dramatically enhanced wireless performance and provided guests with a strong, consistent Wi-Fi signal. Guests reported great satisfaction with the wireless experience.



Restaurant

“TP-LINK has helped us provide an outstanding customer experience with an affordable and easy-to-maintain system. The high-performance Wi-Fi provided the level of service that we need to keep our customers completely satisfied. I look forward to continued cooperation with TP-LINK’s professional team on future projects.” Nikolaos Pouliou, Owner of Patmos Aktis Suites & Spa