

# Hotel WiFi Solution



台中公園  
TAICHUNG PARK

## Handlink provides Remote Control Solution for Wireless Access Points in Holiday Inn Express Taichung Park by using ISS-6000

### Overview

Holiday Inn Express Taichung Park is the only International brand hotel managed by InterContinental Hotels Group in Central Taiwan area. The Hotel offers a



fresh, comfortable and uncomplicated accommodation to business travelers. Their spacious guest room at Holiday Inn Express Taichung Park has complimentary wireless Internet. In order to meet the skyrocketing demand of WiFi access coming from handheld devices like iPhone, iPad and Android smart phones, Holiday Inn Express Taichung Park has deployed ubiquitous free wireless networks on the five floors.

Before that, it faced several difficulties in improving WiFi connectivity service:

### Challenges

- How to remote control other brand name's access points efficiently without bothering daily room service too much?
- How to re-configure any of their LAN devices' IP settings including DHCP,DNS, Proxy and dynamic and static IP address assignments?

### Integrated Management Solution for Hotel WiFi Internet Access!

*"I'm very impressed by the stability and performance of ISS-6000. The Internet Subscriber Server integrated Ruckus wireless access points into the network*



Jones Zhong  
IT Director  
Holiday Inn Express  
Taichung Hotel

*seamlessly. There's no Internet service complaint from our guests over 3 months. It enables us to reduce the service effort and enhance our hotel's customer satisfaction."*



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- 168 guest rooms
- 5 floors
- Handlink ISS-6000 Internet Subscriber Server deployed with 40 Wireless APs

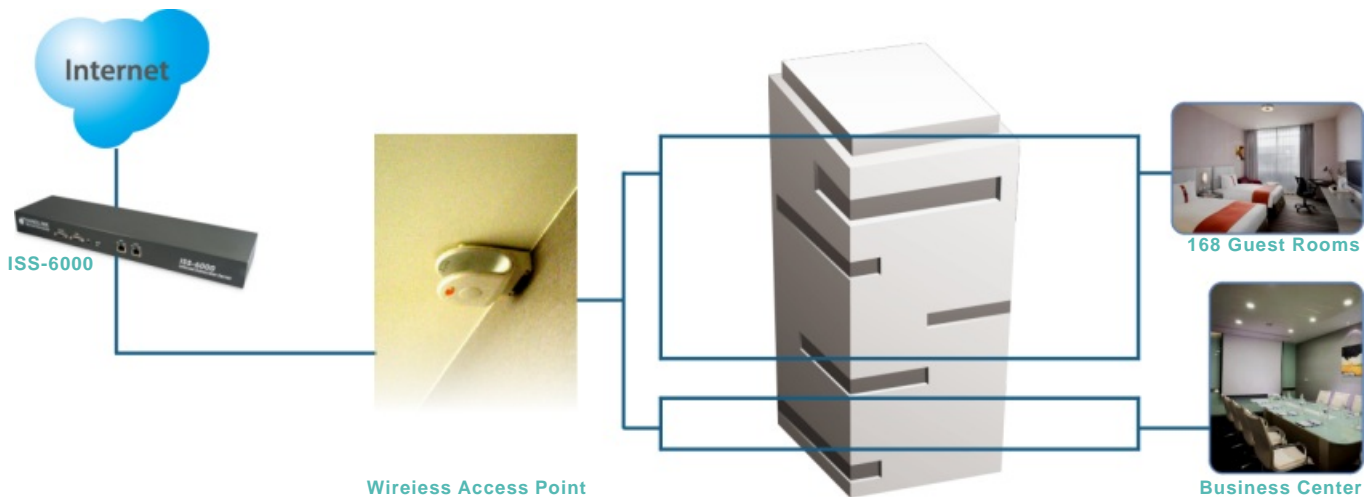




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## Integrated Management Solution for Hotel WiFi Internet Access

Holiday Inn Express Taichung Park adopts Handlink Internet Subscriber Server, it enables IT staff to directly remote control the devices like wireless access points under the LAN via ISS-6000 and check the status (OK/Fail) of the LAN devices. The easy-to-use Internet access allows wireless subscribers to connect to broadband Internet without configuring any of their device IP settings. To secure guests' information from neighboring strangers' interference, ISS-6000 VPN pass through function provides the subscribers who want to run their VPN or secure tunneling client software to connect to their company's VPN server. Handlink has the best WiFi HotSpot security solution so that it meets business travelers' need of Holiday Inn Express Taichung Park.



## Features and Benefits

### **Stable Internet Performance!**

For customer service, it enhances customer's satisfaction by providing reliable and better WiFi bandwidth service for guests' convenience according with the handheld devices usage trends like iPhone, iPad and Android smart phones need to get WiFi connection. To reduce the service efforts, Handlink's next generation Internet Subscriber Server (ISS-7000) with powerful function can save the problem to increase number of users' session and concurrent users.

### **Secure Internet Service!**

It's secure to protect hotel guest privacy and business travelers' company's information won't be distributed to any third parties. It supports layer 2 isolation, SSL secure user login process, SSL web-based administration, VPN (IPSec/PPTP/L2TP), authorized remote management, IP/URL filtering and session trace to enhance security.

### **Cost Saving!**

For operations, it saves the hotel room Internet service efforts and costs as ISS-6000 web-based management tool is effectively used during the deployment to set up IP address and its LAN devices management function can remote control all access points efficiently without bothering daily room service too much.



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