



*Handlink provides In-Room Wireless/ Wired Internet Solution in Toborochoi Suites Srl. in Santa Cruz, Bolivia by implementing WAP-001, PoE-2402, ACS and ISS-7000*

## I. Case Overview

The Toborochoi Suites Srl is a four-star hotel. It located at the most convenient area in the city of Santa Cruz in eastern Bolivia. Santa Cruz and its metropolitan area are home to over 70% of the population of this province and it is one of the fastest-growing cities in the world. Nowadays Santa Cruz is not only Bolivia's most populous city and it contributes nearly 35% of Bolivia's GDP. Most importantly, Santa Cruz attracts over 40% of all foreign investment in Bolivia and the is still growing every year.

When people are away from home or work, they still expect to connect to the internet, wherever they are. With the prevalence of the bring-your-own-device(BYOD) movement, people carry multiple devices, laptop, Ipad, smart phone, etc expecting to connect to Wi-Fi simply all time. Therefore, people tend to gravitate toward accommodation which allows Wi-Fi connection over those don't.

Over half of guests who stays at Toborochoi Suites for short to middle term for business purposes, and the majority of these guest comes from overseas therefore it is Toborochoi Suites' main goal to provide services that enable its guests to work at the suites as convenient as in their own office. And working and business activities nowadays, fast and high quality internet service is as important as fuel to an automobile. After few months of searching, Handlink is chosen as the solution largely increases Wi-Fi signals and internet stability, secondly Handlink's solution provides high level of internet management, lastly the solution eases security concerns which previously worries Torborochoi Suites management.



## CASE STUDY

### Hospitality Industry

## II. Challenge

1. Toborochoi Suites offers free Wi-Fi to guests both in the guest rooms and public area such as business center, lobby, gym, and dining areas. However due to lacking internet management, guests were not satisfied with its internet quality.
2. Toborochoi Suites provides only one identical set of username and password to all guests who desire to access internet. However this does harm than good while Toborochoi Suites has zero internet control mechanism therefore many other issues arises such as internet traffic jam and more. Furthermore, both hotel management and guests' information security are at a tremendous risk.

## III. Solution

### VPN Pass through

The ISS-7000 allows VPN (PPTP, IPsec and L2TP) traffic pass through, allowing telecommuters and other personnel to safely access important or confidential information while traveling. The ISS-7000 allows secure passing of authentication information through SSL encryption for both web-based administration and user login.

### One and Centralized server controls all

Handlink established total solution which includes its hero product, Iss-7000, a high speed gateway enable multiple functions, and using Handlink switch PoE2404 to connect all pre-implemented in-wall hotspot, WAP-001, in each guest room. Handlink' mass access point deployment ACS (access control software) made above simple and easy. ACS offers group setting such us IP address and ESSID. ACS makes data maintenance or modification easier so that IT staff does not to configure WAP-001 one by one in all 50 rooms. ACS automatically monitor status of each WAP-001 24/7.

Furthermore, when any WAP-001 is detected offline in the setting time interval, the ACS will automatically recover the connection. In short, ACS has many more features such as auto recovering and restoration which is ideal for hospitality application.

### **Sophisticated Billing**

ISS-7000 support up to 10 billing profile for hotel management which enable hotel to charge stay customers who shall require extra bandwidth for movies or cafe customers by time usage. Sophisticated billing function enable Hotel Cortez to earn extra income by creating Wi-Fi access packages up for customers to choose from.

## **IV. Features & Benefits**

### **Fast and Zero Configuration/IPnP - Easy to use !**

The ISS-7000 support IEEE802.3ab 1000Base-TX Gbit/s fast ethernet and its unique IP Plug & Play (IPnP) technology allows subscribers to connect with ease for broadband access without having to re-configure. Zero configuration is required for any devices including, laptop, ipad or cell phones. Users can freely connect to the network and the system will automatically configure itself.

### **Numbers security features and Layer 2 Isolation**

The ISS-7000 enables every wireless or wired subscriber not able to communicate with each other even they are on the same subnet. That is the best solution for hotspot security. It avoids individuals' data to be compromised and ease security concern or doubt for hotel management. Furthermore, ISS-7000 enables multiple security features to stop identity theft and hacking activities.

### **Bandwidth Management**

The ISS-7000 enables the administrator to limit bandwidth usage on a per user basis (MAC address). The ISS-7000 supports bandwidth management to avoid overfilling internet tunnel, which would result in network congestion and poor performance of the network.

### **Low operational cost, upgrade flexibility and high ROI**

Torborochi Suites in Santa Cruz, Bolivia is highly benefited by adopting the total solution proposed by Handlink. The solution starts from a full function gateway, ISS-7000, a switch, PoE-2404, in-wall APs, WAP-001, and a control software(ACS). This infrastructure is not only proven to work perfectly still the installation fee is considerably low. Once the system is set-up, there is no technician on site required, not to mention this whole system shall last and operate effectively for many years to come. Torborochi Suites could always pay license fee to upgrade concurrent user numbers from 300 up to 1,000 when the business grows and no infrastructure rework will be needed. In addition, by making best usage of Handlink's gateway ISS-7000, Torborochi Suites will be monetary compensated when start to charge for Wi-Fi service and other local services to generates advertisement income for ISS-7000 support features such as walled-garden, customized login page and advertisement URL link.

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