



## Case Study

# Improving Dynamic Connectivity to a 5-Star Hotel in Greece

Connectivity technologies are an integral component of businesses in a wide range of industries, including the hospitality sector. Without the right digital resources, hospitality organizations cannot provide an adequate level of service to their valued guests.

Recently, Winncom Technologies, a worldwide distributor of complete networking solutions, examined how a provider overhauled a five-star hotel's Wi-Fi infrastructure using dynamic connectivity technologies.



## The Provider: Telesto Technologies

The provider, Telesto Technologies, provides its clients with comprehensive solutions for high-speed wireless networks.

Their solutions are tailored to support each client's unique needs while offering a high degree of security and reliability.

Telesto offers solutions that address the entire lifecycle of a project. At the outset of a partnership, they will conduct a comprehensive analysis of existing resources and leverage this information to create a detailed implementation strategy.

The company will then deploy the resources necessary to support a unified communications network consisting of business intranet, public internet, Voice over Internet Protocol (VoIP) and video conferencing services. The company will then deploy the resources necessary to support a unified communications network consisting of business intranet, public internet, voice over internet protocol (VoIP), and video conferencing services.

## The Client's Challenge

The client, a five-star hotel operating in Greece, is an industry leader within the hospitality sector and is known for providing its clients with an exceptional level of service.

However, the client's existing Wi-Fi infrastructure was antiquated. Outdated Wi-Fi results in low speeds, minimal coverage and a lack of support for 5 GHz bandwidth. Perhaps the biggest shortcoming of their old equipment was that it did not facilitate centralized management.





# Requirements for a Successful Deployment

The client's top priority for the project was converting their legacy system into a centralized network built with homogeneous equipment.

In short, they wanted controllers, switches, access points and other devices to be provided by the same manufacturer.

In order to ensure the success of the project, Telesto also had to extend Wi-Fi coverage to all areas of the hotel. These areas included the structure's conference halls, along with all outdoor areas. An upgraded network would allow the client to better serve its guests, increasing revenue and providing a strong return on investment (ROI).

## Teletso's Solution

When planning the deployment of the client's new network, Telesto designed their solution around the Cambium Networks ecosystem.

The solution included access points, switches, and centralized management technologies that were manufactured by Cambium and distributed by Winncom.

Specifically, Telesto selected cnPilot e430 and cnPilot e600 access points for indoor applications. The more robust cnPilot e700 was selected for outdoor access points.

These access points were supported by cnMatrix switches. All hardware assets were



managed using the dynamic cnMaestro on-premises centralized management software from Cambium Networks.

cnMaestro is a cloud-first network management system that can support all of Cambium's wired and wireless solutions.

This system offers seamless scalability and single-pane-of-glass management, which results in secure and effective lifecycle management. cnMaestro drastically simplifies network maintenance and optimization processes.

Improved management and maintenance capabilities will lead to a lower overall cost of ownership. If the client does encounter a hardware or software concern, which is unlikely, both Telesto and Cambium Networks offer technical support services that can be relied on to efficiently remedy any issues.



## Deployment and Results

**As always, Telesto carefully planned out each phase of the project to ensure a seamless deployment.**

They conducted comprehensive site surveys using AirMagnet Wi-Fi Analyzer PRO, which allows for more effective coverage and better reliability.

Telesto also used cnMaestro to educate the client on the capabilities of their new system.

Once the installation was complete, the client was extremely satisfied with the results. The new services far surpassed the capabilities of the client's previous network. Telesto's solution gave the client total control over their network by allowing them to manage all assets from a centralized platform.

Hotel customers are pleased with the enhanced connectivity capabilities as well. Hotel guests can now access fast and reliable Wi-Fi anywhere on the hotel grounds, including in conference rooms and outdoor seating areas. This increased connectivity enhances the guest experience while staying at or visiting the hotel.

Providing guests with access to a high-performance Wi-Fi connection reflects positively on the client. This amenity will help the client offer guests an experience consistent with their exceptional reputation in the hospitality industry. These benefits lead the client to believe that they will experience a good ROI on the investment as well.

## The Partnership that Made It All Happen

**While the experts at Telesto have an abundance of experience serving their clients, this project would not have been successful if not for their partnership with Winncom and Cambium Networks.**

Telesto selected Cambium technologies for this project for several reasons.

Most importantly, Cambium's cnMaestro management solution allows for effortless asset management. In addition, Cambium's hardware comes with a multi-year warranty, which is included in the price of the product. Cambium also provides unparalleled technical support via a 24/7 line. Cambium offers on-site support as well.

As Telesto's preferred distribution partner, Winncom ensured that the provider had access to the Cambium products needed to complete the project. However, Winncom offers much more than simple distribution services. Winncom's local





team also provided technical and commercial support to Telesto during project preparation.

The cumulative expertise of Telesto, Winncom and Cambium paved the way for the successful completion of the project. The client was provided with a modern Wi-Fi network in alignment with its business goals and brand image. The client and its guests have been more than satisfied with the outcome of the project.

## Ready to Learn More?

**If you would like to learn more about the innovative products that made this project possible, connect with Cambium Networks. Their technologies offer superior reliability, world-class durability, and a seamless deployment process.**

Cambium Networks' enterprise Wi-Fi and switching solutions are also supported by the cnMaestro platform, which is a best-in-class digital asset management solution.

**Request a quote or schedule a demo with Cambium today.**

