ekahau
WIRELESS DESIGN

Setting a New Quality Standard for Hotel Wi-Fi Case: Riu Hotels

Challenge

For business and leisure travelers, access to free hotel Wi-Fi is one of the most important factors when choosing a hotel. Consequently, if the Wi-Fi quality does not meet the expectations of the guests, it can have a negative effect on their overall satisfaction and reviews of the hotel. Hotels are starting to acknowledge this and increasingly take actions to improve Wi-Fi service for guests.

Hotel Riu Plaza Berlin is part of the Riu Hotels & Resorts, a global chain with more than 100 hotels in prime locations worldwide. Hotel Riu Plaza Berlin is a modern, urban hotel with 17 floors, 357 guest rooms, and 976 square meters of conference and meeting facilities. Their six event rooms have the capacity to accommodate up to 840 people at one time. The hotel is dedicated to fulfilling its customers' expectations, which includes access to a great Wi-Fi connection.

SUMMARY

Challenge:

Customer:
RIU Hotels & Resorts

Requirements:
Ensure great Wi-Fi experience for hotel and event guests

A minimum -65dBm signal strength throughout the hotel

Minimize co-channel interference

Support applications from web browsing to video streaming

Solution:

Ekahau Site Survey & Planner was used for network design, testing and validation

Results:

Hotel Wi-Fi that meets and exceeds guests' expectations!

The Wi-Fi network is used for conference services and at times has to serve a high number of users in the hotel meeting facilities. To be able to guarantee their overall service quality, the hotel also wants to make sure all their guests have access to Wi-Fi and applications such as web browsing, email, and video streaming – without disruption.

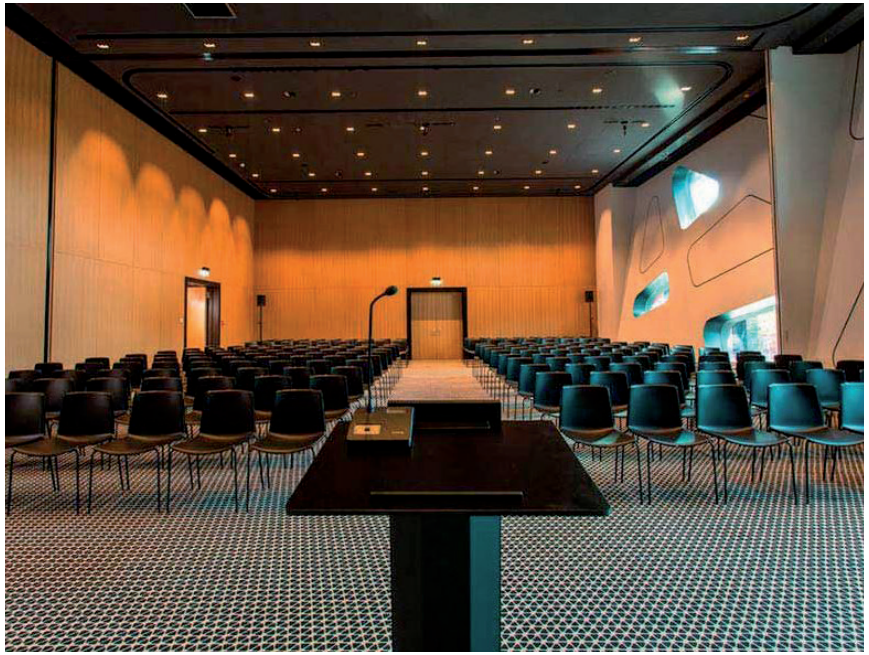
Solution

In order to provide their customers with a great high-speed Wi-Fi service experience, Pedro Nuñez, a member of Riu's Wi-Fi department and in charge of the Wi-Fi project at Riu Plaza Berlin, used Ekahau Site Survey and Planner (ESS) to design the hotel's Wi-Fi network with a minimum -65dBm signal strength requirement throughout the hotel, while minimizing Wi-Fi channel overlap (co-channel interference, CCI). The Wi-Fi plan also took into consideration Wi-Fi capacity: the application usage requirements and high number of users in the event facilities. After the planning phase, Pedro and his team used ESS to check their Wi-Fi design viability by testing actual attenuation levels on site. Once the installation was finished, they conducted a Wi-Fi site survey to verify the network performance.

Results

Pedro Nuñez noted: "The results are great. To date, the use of this tool has allowed us to make efficient designs that fulfill the expectations of our customers and provide them with great Wi-Fi service experiences. The tool is very easy to use and it lets us know the number and locations of APs that need to be installed."

The planning for the Riu Plaza Berlin started in May 2015 and the validation survey was performed in September 2015. Now, RIU Hotels & Resorts plan to use Ekahau Site Survey & Planner to design, test, and verify the Wi-Fi network at all their new hotels and the ones that are being reformed. Wi-Fi planning and site surveys using ESS have already been completed at the Riu Palace Jamaica, Riu San Francisco, and Riu Plaza Miami Beach. Some of the other hotels where ESS is going to be used for network design include hotels in Sri Lanka, Dubai, Jamaica, Maldives, and the Dominican Republic.



> "The results are great. To date, the use of this tool has allowed us to make efficient designs that fulfill the expectations of our customers and provide them with great Wi-Fi service experiences.
>
> - Pedro Nuñez, Riu Hotels & Resorts