



CASE STUDY HOSPITALITY

OVERVIEW

Located near the Dunes Natural Park and Corralejo's beaches in La Oliva, Spain, Bahiazul Villas & Club is a luxury resort with 45 private villas, including all the amenities and facilities essential for an extravagant and relaxing getaway.



REQUIREMENTS

- Prevent unauthorized users from accessing the hotel's wireless network
- Web-based user authentication supporting all types of mobile devices and computers
- Instant account generation with credentials printed on tickets
- Different usage quotas and prices concurrently enabled for users with varying needs
- Enforce Wi-Fi usage policies such as bandwidth limitations

SOLUTION

The following were deployed at Bahiazul Villas & Club:

- **HSG260** Wireless Hotspot Gateway
- **WTG** (SDS200W & PRT100) Hotspot Ticketing System

BENEFITS

- Separate authentication databases and policies for employee and guest accounts
- QR Code enabled, hassle-free automatic Wi-Fi login to secure hotel network
- Walled Garden function allowing users to browse specific websites prior to authentication
- Detailed logs of visited websites and user traffic statistics for security purposes
- Social media login for increasing resort popularity

WHITE SAND BEACHES & WI-FI AT BAHIAZUL VILLAS & CLUB

Bahiazul Villas & Club, an idyllic place for leisure and relaxation, is an upscale resort located near the Dunes Natural Park and Cotillo & Papagoya beaches in La Oliva (Corralejo). Corralejo's beaches are considered the fourth best in Spain and amongst the top ten in Europe, according to TripAdvisor's 2012 Travelers' Choice Beach Destinations. The resort itself boasts 45 guest rooms with all the expected luxurious facilities and amenities. Whether it is a recreational game of tennis, bathing in the spa, or simply lounging on the terrace, guests staying at Bahiazul Villas & Club can be sure to experience an exclusive, unforgettable experience.

In recent years as smartphones and tablets have become increasingly ubiquitous, the resort realized that it had to provide property-wide Wi-Fi in order to fulfill the "anytime and anywhere" connectivity needs of its guests. For the team at Bahiazul Villas & Club, there were three major requirements that had to be fulfilled. First, the hotel needed to secure Wi-Fi access for guests and staff only in order to guarantee that network performance would not be deteriorated by outsiders. Second, wireless access needed to be managed and differentiated. Last, the hotel concierge wanted a method to provide instant account generation for occasional guests and flexible billing options.

After evaluating several different offerings, Bahiazul Villas & Club concluded that 4ipnet's solution was the most suitable for addressing their needs, deploying 4ipnet HSG260 Wireless Hotspot Gateway and WTG (SDS200W & PRT100) Hotspot Ticketing System. The HSG260 enabled browser-based user authentication, which allowed the hotel staff to track each user's activity and enforced role-based traffic shaping and firewall rules. Along with 4ipnet's flexible On-Demand accounts, the resort was able to offer Wi-Fi accounts with different usage quotas and prices based on each user's needs. Lastly, the WTG ticket printer combination provided the hotel concierge with an easy and quick method for generating accounts and printing login credentials.

The HSG260-WTG kit is one of the most cost-effective choices for hotspot Wi-Fi, having been positively reviewed by many industry experts such as Network World and PC Pro. In addition to resolving Bahiazul's challenges, the HSG260 also incorporates a full set of features that can be found in large enterprise deployments. For instance, the HSG260 supports real-time status monitoring of online users, detailed logs of websites visited, and usage statistics. Additionally, the walled garden function allows users to access specific sites prior to authentication, while the social media login feature provides an avenue for establishments to increase their popularity. The team at Bahiazul was pleasantly surprised and delighted to find that the HSG260-WTG provided such advanced features.

According to the reviews of many travelers, Bahiazul Villas & Club is a "jewel in the crown", an "amazing place" with "first class luxury". In order to continue providing the highest quality service and maintain its reputation as an impeccable vacation resort, resort management had to keep up with the demands and needs of its guests - namely, secure and reliable Wi-Fi.