Expanding the wireless Internet service for the customer's convenience

KAL Hotel

👤 Over 1501 employee   🏢 Hospitality   ◎ WLAN

Summary

In addition, to the lobbies and restaurants with the existing wireless LAN, KAL hotels has introduced Samsung's wireless LAN infrastructure to the rooms and ballrooms for the customers to use the wireless Internet services.

◎ It has reduced the establishment cost; and the TCO by using a single AP to provide the wireless Internet services to many rooms.

◎ Has been able to improve customer service and convenience with the wireless Internet service in rooms and ballrooms.

Introduction background

There has been an increasing demand for WI-FI services in hotel by customers to search the travel information and do work using the mobile handsets. KAL hotel had previously provided the wireless Internet service in the limited area such as lobbies and restaurants for customers. But, the connection was not so efficient, and it became necessary to replace and expand the existing wireless LAN service. To keep pace with these changes, KAL hotels installed the Samsung's wireless LAN in June 2014, enabling the wireless Internet at all the places including rooms, lobbies and ballrooms of the hotel. Samsung's wireless LAN does not disconnected while on the go, and guarantees a complete performance even in an environment with a large number of simultaneous connections of handsets, fitting in the various environment characteristics of the hotel.

About KAL Hotel

KAL Hotel owned by Korean Airlines is a superior tourist hotel. It has various standards of rooms and 24-hour room service for both business customers as well as for the tourist, aiming for customer-oriented room service. There are two branches of, KAL hotel, one in Jeju and the other in Seogwipo. KAL hotel Jeju has 282 rooms, 1 main ballroom, 2 medium ballrooms, and 7 small ballrooms, whereas KAL hotel Seogwipo has accommodation capacity of 225 rooms, 1 main ballroom, 2 medium ballrooms, and 2 small ballrooms.

Abbreviations

• AP : Access Point

THE NEW BUSINESS EXPERIENCE

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New revenue-generating services and TCO reduction

Details on establishment

To establish a complete wireless infrastructure covering all the places and rooms of KAL hotels, Samsung Electronics presented the AP and AP controller. A total of 211 AP's and 2 AP controllers have been installed to expand the wireless Internet service to the 282 rooms at KAL hotel Jeju, and to the 225 rooms and 15 ballrooms at KAL hotel Seogwipo. In general, one wireless LAN is installed for one room in a hotel. As for KAL hotels, however, the APs were installed on one AP per 3 room's basis with the aid of multi antenna of Samsung's wireless LAN which expands the number of handsets accepted by AP and minimizes the interference. When a customer opens an Internet browser in a room, the AP controller automatically redirects the web page to a Captive Portal page for the customer to enter simple authentication information such as room number and password before connecting to the Internet.

In addition, the wireless LAN was installed by the cell design optimized for the hall way and ballrooms, preventing the performance degradation as well as enabling the wireless Internet connectivity on the move.
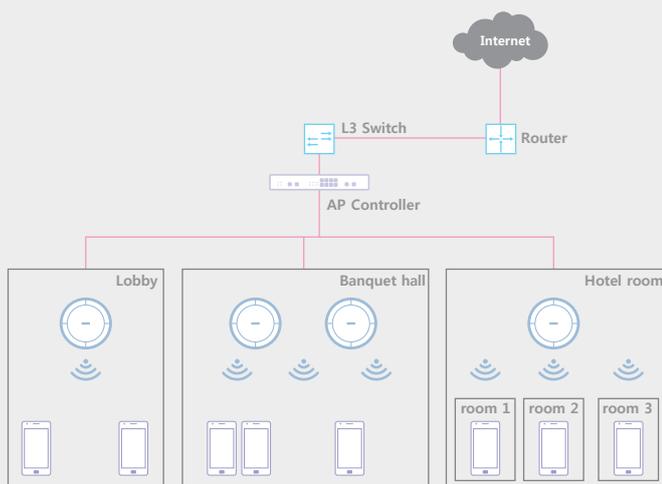
Benefit

The biggest change that KAL hotels achieved by introducing the Samsung's wireless infrastructure is the any time-anywhere wireless Internet for customer-oriented service. The existing wireless infrastructure in the public area such as lobbies and restaurants has been expanded to the rooms and ballrooms, and the wireless Internet service is available at any place in the hotel by using the wireless handsets.

With the aid of 10 antenna of Samsung wireless LAN, the RF pattern optimized for the user location is provided for the wireless Internet service even if the room-specific wireless LAN is not available. A single wireless LAN covers 3 rooms, and thereby the TCO in establishing the wireless LAN was reduced, making the management more efficient.

In addition, Jeju-do is a popular tourist attraction, and big events and conferences are held in KAL hotels. During these events, a lot of people tend to gather in one area and use the wireless Internet. With the Air Equalizer feature, a single Samsung AP is capable of providing an equal data service for up to 40 wireless handsets, and is the best choice for hosting successful events by providing excellent wireless LAN performance even in a venue with a large number of simultaneous connections of handsets.

Thanks to the newly installed wireless LAN in the rooms and ballrooms, the customers may use the wireless Internet simply by entering the authentication information through the Captive Portal feature of Samsung wireless LAN. This new service enables KAL hotels to garner customers' satisfaction and enables the visitors to do their work or use various services through the Internet more conveniently compared to the existing one. KAL hotels introduced the first home-manufactured wireless LAN equipment for the smart education business. The Smart Education built a creative learning environment with customized wireless network.

Network Structure diagram

Components

WLAN
- Access Point (WEA302i)
- AP Controller (WEC8500)

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