



## Case Study on Capitol Hotel Bangalore

### At a Glance

The Capitol Hotel is strategically located on the Rajbhavan Road in Bangalore. The city is a host to many leading technology industries and educational institutions. The hotel is perfect for business and leisure travelers, and it has 140 guest rooms, 6 luxurious Banquet Halls covering an area of 10,000 sq ft and a 24-hour coffee shop in a stained glass atrium for people to relax and have informal meetings. The Capitol Hotel is the ideal venue for many business travelers and tourists alike.

## Capitol Hotel Offers Wireless, High-Speed Internet Access Based on Airlink Broadband’s Managed Services.

The number of business and leisure travelers to India has multiplied over the years across countries and oceans. With it, the desire to be connected to the Internet for business and personal reasons has continued to increase. Guests to hotels expect Wireless Internet connectivity as part of the suite of services offered by the property.

In an effort to meet the expectations of the travelers, the management of Capitol hotel was exploring options to provide the popular wireless Internet access on their property. Their major concern was to keep the operations costs low and the service to be easy, reliable, fast and secure.

### Overview

The management of Capitol hotel was always encouraged to provide customer service that was beyond the customers’ expectations. The customer-focused culture at Capitol made them invest in wireless communication using the Airlink Broadband solution. Airlink Broadband successfully met all the challenges that were posed. Capitol capitalized on the communication technology to offer Wi-Fi access as a value-added service to customers. The management was also aware of the myriad of business benefits that they would reap by deploying high-speed wireless communication on their property. This technology gave the flexibility for their guests to access Internet anytime anywhere on their property using their own mobile devices such as laptops, PDA’s, palmtops, etc.

Airlink Broadband uses Pronto Networks’ technology that is backed by years of experience in deploying and operating high-tech up-to-date wireless networks across the world - from small hotspots to municipal hotzones that covers entire cities.

### Airlink Broadband’s Wireless Solution

Airlink Broadband’s public WLAN solution provides secure wireless high-speed Internet access solutions and flexible wireless infrastructure for the Capitol hotel. The service covers 114 guest

*“These days the requirement for high speed Internet access at hotels is increasing. The Capital Hotel is striving to make this value added service available, anytime, anywhere to their guests. Wireless connectivity will enhance the guest’s business trip and increases their productivity”.*

Mr. Krishna, General Manager of Capitol

rooms, public areas, courtyards and the three restaurants of the hotel, using access points and Pronto Service Controllers. The service ensures excellent connectivity to Internet during important business meetings, conferences & worldwide broadcast of events.

Deployment of Airlink Broadband’s wireless solution in Capitol has been a complete success, leading to increased revenue to the property, customers delight and satisfaction and increased loyalty. The annual maintenance contract between Airlink broadband and Capitol ensures that continuous monitoring, maintenance; authorizing, accounting and authentication are managed by Airlink Broadband.

### Installation Details

The Service Management for the Wireless network at the Capitol property is provided by Airlink Broadband. This includes providing real-time session, customer and network information. The Internet backhaul and other infrastructure facilities like wiring are provided by Capitol. Airlink has provided the Pronto Service Controllers and remotely manages the functioning of the wireless service. Besides the Pronto Networks components of the solution, Wi-Fi Access Points (AP) from Brovis, Linksys, Orinocco BG 2000 are combined with Wi-Fi access controllers and are used in these types of deployment. The access points are configured to Capitol SSID. An Airlink resident engineer is present at the property for managing the solution; also 24X7 customer support is available.



## Security

Airlink has implemented strong security mechanisms in its solutions to protect the guest's data that is transmitted over the Internet. This information may include the guest's username, password, credit card details, private data etc. on the public network.

### Benefits

Some of the benefits enjoyed by the management of Capitol and the guests by adopting Airlink Broadband's wireless solution are listed below:

- Guests with wireless-compatible laptop/notebook can download data or surf the Web at high speed without getting tangled in gangly cables.
- Assist hotel managers in increasing occupancy rates and improve customer loyalty
- 24x7 Customer Service
- Login page Branding and Revenue Generating opportunities
- Location-based services
- Secure authentication & access control
- Remote subscriber monitoring

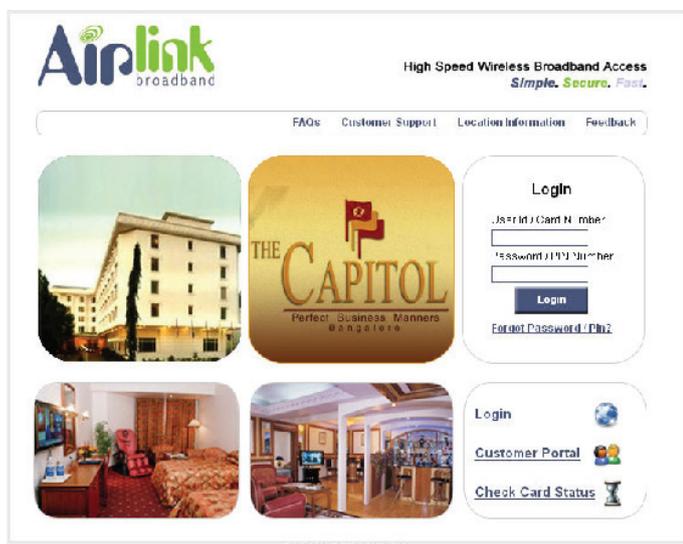
## Summary

Airlink Broadband's comprehensive wireless solution will be a significant new addition to the services already offered by the Capitol Hotel and gives an edge over its key competitors for creating a unique guest experience by blending leisure, work and high connectivity. In addition to building guest loyalty for repeated business and referrals, Airlink Broadband's wireless solution will assist Capitol to enhance productivity and profitability.

### For more information

Please visit [www.airlink.in](http://www.airlink.in) to learn more about Airlink Broadband service offerings and Pronto Networks Wi-Fi products and solutions.

When a user powers on the wireless enabled device in Capitol hotel premises, the hotel's SSID, i.e. "capitol", communicates with them displaying the customized splash page as shown below.



The services offered to the guests are further categorized into different plans for the convenience of the guests. A complimentary one-hour access is given to the guests when they check into the hotel. The guests can purchase offline card for one day or for a week to browse the Internet and the payment is flexible and can be paid either by cash or credit card.

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