GRAND HYATT JAKARTA
Increasing Customer Satisfaction with Reliable Wi-Fi

RUCKUS™
an ARRIS company

OVERVIEW

Located in the heart of the city's business district, Grand Hyatt Jakarta is a five star luxury hotel which primarily serves business travellers. Established in 1991, the hotel has won numerous awards. The hotel has 427 guest rooms and suites, 16 meeting rooms and ballrooms, 6 restaurants and outdoor areas.

OBJECTIVES

- Maintain Grand Hyatt Jakarta's superior guest experience.
- Provide ubiquitous Wi-Fi coverage for the entire hotel.
- Fast and flexible access point (AP) deployment for minimizing guest disruption.

SOLUTION

- 430 ZoneFlex 7055 wired/wireless wall switches for guest rooms
- 54 ZoneFlex 7372 dual-band access points for meeting rooms
- 1 ZoneFlex 7762 outdoor access point for outdoor area
- 2 ZoneDirector 3000 Smart Wi-Fi Controllers in active standby

BENEFITS

- Strong and consistent Wi-Fi signal strength for providing high data throughput throughout the hotel.
- Improved guest satisfaction in terms of high speed Internet access by 30%
- Customer approval of Wi-Fi increased to over 60% after 3 months' deployment.

EVOLVING WITH HOSPITALITY WI-FI

With the rapid adoption of smartphone and mobile devices such as tablets, business travellers today are no longer bound to the desks in their hotel rooms. They are increasingly working everywhere and anywhere in hotel rooms and on-the-go, displaying a clear need for them to be constantly connected. Grand Hyatt Jakarta understands how their guests need to constantly have business matters on their fingertips and be connected at all times. When it came to connection failures, the hotel would receive complains within a few minutes, clearly exhibiting that high speed wireless Internet connection is a key requirement for their guests.

In 2009, Grand Hyatt Jakarta deployed an end-to-end network by HP to equip the hotel with Wi-Fi capabilities. However, after a year of implementation, it became clear that their technology could not keep up with the needs of end-users. Hotel guests often faced difficulty in getting connected, and when they did, the signal was unstable especially while the guests were moving around the hotel's premises. During many events held in the hotel's ballroom, the HP Wi-Fi access points were unable to deal with the unexpected surge in mobile device connections. Another common problem that many guests had provided feedback on was dead spots within hotel rooms including the inability to secure a proper connection in bathrooms.
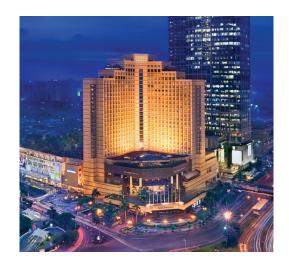
After a comprehensive search for alternatives, Grand Hyatt invited Ruckus to conduct a trial in the hotel and tested their access points in their premises. The trial proved very successful; Ruckus' Smart Wi-Fi technology stood up to the hotel's test. After reviewing the company's reputation amongst various councils, Grand Hyatt Jakarta was convinced that they found the right vendor.

To fulfil the hotel's goal to grant 100% wireless Internet coverage for guests, Ruckus started deploying a combination of APs mainly comprising of the ZoneFlex 7055 wired and wireless wall switches. As the walls between the rooms at Grand Hyatt was designed to limit the spread of fire, heat and structural collapse, the 'firewall' served as a physical barrier for Wi-Fi and therefore, each guest room was outfitted with one device, while suites and penthouse units had three to four APs each. The ZoneFlex 7372 dual-band APs were installed for meeting rooms and the ballrooms respectively.

These APs delivered substantial improvement in throughput and stood the test of connecting over 300 devices. Outdoor areas such as the swimming pool were covered by the rugged ZoneFlex 7762. To manage the large network within the hotel's premises, the hotel's IT department staff are able to use the ZoneDirector 3000 and 3050 Controller's highly-intuitive Web user interface. The entire Wi-Fi solution was implemented smoothly over three months with no guest complaints.

Budi Mulya, Area Information Systems Manager of Grand Hyatt Jakarta and a member of the Council of Experts, stated, "We were truly impressed with the quality and design of Ruckus APs. Since the new Ruckus Wi-Fi network was implemented in early May 2014, we have garnered many positive customer feedback with almost no complaints for the first time. Besides maintaining a strong and consistent Wi-Fi signal, Ruckus APs are smart enough to automatically select the frequency band required by each device and even detect users who are moving from one location to another."

From recent guest surveys, customer satisfaction level with Wi-Fi connection improved significantly by 30%. Users acknowledged how the hotel's network has become easily accessible and allows for seamless roaming. In August 2014, customer approval had risen to 60% for Wi-Fi connection for the first time.

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