

# Redesigning the MICE experience with reliable Wi-Fi as a cornerstone

## CUSTOMER

Mercure Jakarta Batavia

## COUNTRY

Indonesia

## CHALLENGES

- Lack of a high-performance and consistent Wi-Fi connection, with minimal downtime
- Existing Wi-Fi infrastructure unable to cope with the high density of guests anywhere within the property—from guest rooms to communal areas and meeting rooms
- Struggles in providing support for multiple devices per guest
- Difficulties in network management and maintenance with a lean team

## SOLUTIONS INCLUDED

- RUCKUS® R310 indoor access point
- RUCKUS R510 indoor access point
- RUCKUS R710 indoor access point
- RUCKUS T310 outdoor access point

## ESTIMATED IMPACT

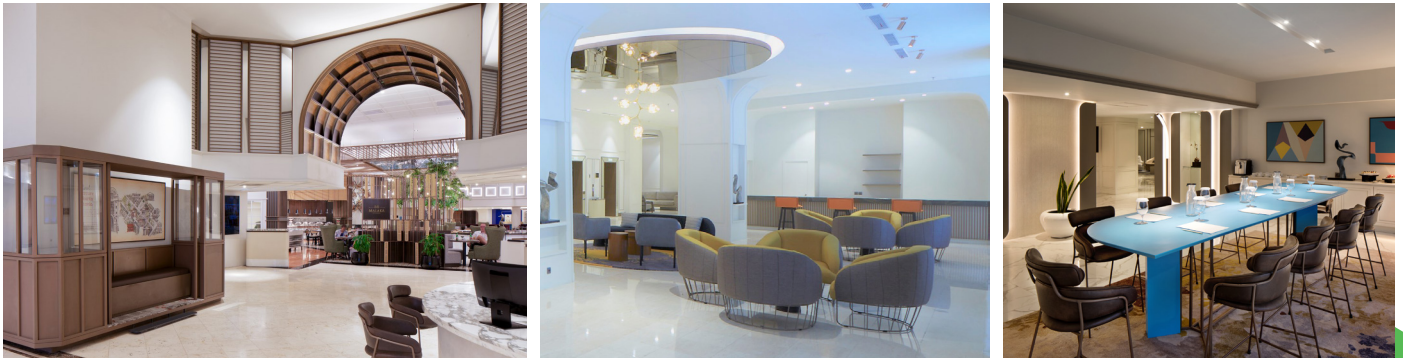
- Improved internet connectivity speed by 80 percent
- Improved reliability of service by 90 percent
- Improved guest satisfaction by 99 percent
- Reduced internet service downtime by 95 percent
- Cut down IT support calls by 99 percent



## How Mercure Jakarta stays seamlessly connected with powerful Wi-Fi from CommScope

### DELIGHTING GUESTS WITH UNMATCHED NETWORK CONNECTIVITY

Mercure Jakarta Batavia, part of the Accor Hotels Group, is a midscale hotel brand specializing in traditional hotels managed by committed hoteliers. Known as an ideal choice for travelers looking for local and authentic experiences, the hotel is strategically located in the iconic Old Town in Jakarta, which is steps away from historical spots such as the Bank Indonesia Museum and Fatahillah Museum.



Mercure Jakarta Batavia is suitable for both business and leisure travelers. It offers 376 contemporary rooms, in addition to 24 meeting rooms and a ballroom, which can individually accommodate 1,000-2,000 guests. Other facilities include restaurants and bars, swimming pools, and a fitness center.

Recognizing that high-speed, reliable connectivity is crucial to creating the ideal guest experience, Mercure Jakarta Batavia turned to CommScope RUCKUS to ensure a successful business hotel experience for guests.

## NEEDS

Wi-Fi is no longer a rarefied luxury, and has become ubiquitous. Hoteliers worldwide are finding that having strong wireless internet is no longer an added feature, but expected. Wireless access is so important that countless guest surveys have revealed that a hotel must cater to their technology needs before they book it.

Travelers, whether for business or leisure, need to be connected. Mercure Jakarta Batavia realized its current networking hardware was unable to deliver a strong and reliable network in such a high-density environment. Hotel users were frustrated by the unstable connection across the property and could not enjoy a multi-device experience. Additionally, the hotel had to meet the basic needs of a business conference environment, but its existing wireless access points were unable to cope with the surge in connectivity requests.

As Mercure Jakarta Batavia's existing Wi-Fi solution could no longer keep pace with today's rising demands, it turned to CommScope RUCKUS to meet the needs of the hotel's operations and its guests.

## SOLUTIONS

In view of its existing unsatisfactory Wi-Fi solution, Mercure Jakarta Batavia began searching for a professional solution.

Coverage was the priority for any guest connecting on any device to be unencumbered throughout the whole network. The solution had to meet the basic needs of connectivity, while also allowing Wi-Fi to become a business opportunity.

After a comprehensive search for alternatives—and based on their previous experience with CommScope RUCKUS technology—the team at Mercure Jakarta Batavia recognized the brand's reputation for superior performance, cutting-edge technology, and exceptional customer service.

*"We were aware of CommScope RUCKUS from a previous installation and are huge fans. The technology they provided was able to support our guests, who often use our meeting rooms—especially those that need to use Wi-Fi among hundreds to thousands of other participants all at the same time. Even when a person moves from the meeting room to their room, the internet connectivity remains reliable and stable."*

**Fandi Rosandi**

**IT Manager  
Mercure Jakarta Batavia**

The hotel decided to install a complete Wi-Fi solution, deploying the latest standard R310, R510, R710 and T310 APs across different locations in the hotel. They then installed CommScope RUCKUS APs inside the meeting rooms and ballroom, providing a permanent solution that replaced the previous system of increasing the bandwidth for every event. These gave Mercure Jakarta Batavia all the range and performance needed—matching the quality of its facilities and exceeding guest expectations.

“In terms of signal and stability, CommScope RUCKUS outshone the competition. With hotels being a hive of activity—with guests constantly checking in and out—having a high-performance, stable Wi-Fi network is crucial to ensuring a pleasant guest experience. All five-star hotels should use CommScope RUCKUS if they want to achieve zero downtime.”

**Fandi Rosandi**  
**IT Manager**  
**Mercure Jakarta Batavia**

## RESULTS

With the CommScope RUCKUS suite of solutions in place, Mercure Jakarta Batavia now has a consistently high-performing Wi-Fi network that improves guest satisfaction and upholds its reputation as a stellar MICE venue.

In addition, given Mercure Jakarta Batavia’s lean IT team, the installation now made managing the Wi-Fi infrastructure simple and straightforward, and complaints about the connectivity have been few and far between.

The new Wi-Fi has enabled the hotel to embrace the next stage of technology across all aspects of the business. Mercure Jakarta Batavia has plans to further deepen its partnership with CommScope RUCKUS and implement Wi-Fi 6 as it lays the groundwork of connectivity for hotels of the future.

CommScope pushes the boundaries of communications technology with game-changing ideas and ground-breaking discoveries that spark profound human achievement. We collaborate with our customers and partners to design, create and build the world’s most advanced networks. It is our passion and commitment to identify the next opportunity and realize a better tomorrow. Discover more at [commscope.com](https://commscope.com).

# COMMSCOPE®

[commscope.com](https://commscope.com)

Visit our website or contact your local CommScope representative for more information.

© 2020 CommScope, Inc. All rights reserved.

Unless otherwise noted, all trademarks identified by © or ™ are registered trademarks or trademarks, respectively, of CommScope, Inc. This document is for planning purposes only and is not intended to modify or supplement any specifications or warranties relating to CommScope products or services. CommScope is committed to the highest standards of business integrity and environmental sustainability, with a number of CommScope’s facilities across the globe certified in accordance with international standards, including ISO 9001, TL 9000, and ISO 14001. Further information regarding CommScope’s commitment can be found at [www.commscope.com/About-Us/Corporate-Responsibility-and-Sustainability](https://www.commscope.com/About-Us/Corporate-Responsibility-and-Sustainability).

CS-115038-EN (09/20)