

Brazil resort gets a top Wi-Fi network from CommScope RUCKUS® solutions

Client

Tauá Hotel Group

Country

Brazil

Challenges

In the hospitality industry, Wi-Fi connectivity in all rooms is essential. Recent research (conducted by IHG) showed that 61% of guests consider internet access in the room more important than the minibar. Tauá Resort & Convention Alexânia, a 645,834 square foot hotel in Santo Antônio da Barra, Brazil, needed a top speed, quality Wi-Fi network that would cover the entire property, including the convention center, 16 event areas, an international game arena and the pool. The resort chose CommScope's RUCKUS® solutions.

CommScope solution

Because of its many outdoor spaces and large areas, a top-quality, reliable wireless connection with coverage for all areas represents an important differentiator for the hotel.



Renato Braga, Tauá's IT director, closely followed the project implementation and evaluated the results.

"With CommScope's RUCKUS solution, our employees and guests receive information in real time throughout the hotel, with fast communication and great internet coverage. When our customers are interested in holding a corporate event or conference at the hotel, the Wi-Fi connection and coverage is a decisive factor," explains Braga.

With large indoor and outdoor areas, the resort needed a top-speed and quality Wi-Fi network everywhere, and for this reason, Tauá Hotel Group chose



"A high-quality Wi-Fi network is essential for a positive and pleasurable guest experience, mostly because we stay connected all day to telephones and computers. In addition, it makes the guest's experience easier regarding using our tools and getting information, when they don't have to use their personal mobile data or access their operator's coverage."

Daniel Chequer, Tauá Hotel Network's president



"In order to define a tailored solution for Tauá Alexânia, we first assessed the environment and thought of the final user's experience. From such point, we planned the ideal coverage model. Basically, we projected two types of solutions: indoor, for rooms, reception, spa, convention center, and other places with ceiling and walls, and outdoor, for pools and external areas, which require more resistant equipment."

Eduardo Oliveira, CommScope's executive who led the project

Tauá Alexânia stands out for its modern architecture and conceptual design, focusing on comfort and functionality. The upper rooms have balconies, 49-inch LED TVs, air conditioning, minibars and telephones. In addition to these conveniences, the suites have king-size beds, living rooms and hydromassage bathtubs.

Guests enjoy indoor heated pools and outdoor pools. Children can have fun with a Tori's Gang-themed super slide. Kids also have Jota City – The Future Metropolis, where technology and sustainability are the main points, and places such as Falamansa Parrot Kids Club and Baby Fish Out of Water.

Adults can relax in the game room, bowling alley, spa, exclusive cinema and gym, and enjoy food and beverages in the restaurant, lounge and bars.

For corporate clients, the highlight is the Event Center, counting on a complete connectivity structure, with a team qualified for offering support, and an exclusive employee always at their service.



Complete Wi-Fi coverage

With such an extensive area and so many indoor and outdoor spaces, Tauá Alexânia needed a fast and reliable internet connection everywhere. To meet this demand, CommScope counted on its PartnerPRO® Network, a global alliance of trained, certified network designers, distributors, installers and integrators that bring even more value to every deployment: Green IT Soluções Inteligentes, in charge of implementing and selling it, and Seger, responsible for importing and delivering the equipment.

Eduardo Oliveira, CommScope's executive who led the project, explains that the purpose was to provide a complete solution, with high density, mobility and end-to-end coverage. RUCKUS equipment provides reliable network connectivity throughout the resort property, including a three-story international game arena, where high-speed internet is critical. "Our main objective is to provide a good guest experience that encompasses wireless quality and coverage," Oliveira says.

Tauá Alexânia is using CommScope's RUCKUS ICX7150-48ZP-E8X10GR switches, the SmartZone network controller, 40 indoor R610 Wi-Fi antennas, 108 indoor 510 antennas, four outdoor T310c antennas, and one indoor R320 antenna.

"With this setting, we've got a complete solution, from the link to the guest experience", Braga says.



"We chose the RUCKUS end-to-end solution because it's easy to operate and manage, and the equipment is of the highest quality and durability." It is a robust solution that provides complete coverage in every area of the hotel, with a high-quality signal and stable connection."

Renato Braga, Tauá's IT director

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