Ruckus
Simply Better Wireless.

case study

HYATT®

Hospitality:
Hyatt Hotels Australia

OVERVIEW

Hyatt Hotels & Resorts are a global hospitality company with widely recognized, industry leading brands and a tradition of innovation developed over their more than fifty-year history. The company has a portfolio five hotels in Australia: Park Hyatt Sydney; Park Hyatt Melbourne; Grand Hyatt Melbourne; Park Hyatt Canberra; and Hyatt Regency Perth.

REQUIREMENTS

- Reduce the number of APs required
- Provide comprehensive and reliable Wi-Fi coverage for hotel guests
- Strong signal for organisers and attendees of business events and conferences
- Quick system reboots to minimise disruption and interference

SOLUTION

- 585 Ruckus ZoneFlex indoor/outdoor access points across 5 hotels
- 5 Ruckus ZoneDirector 3000 smart wireless LAN controllers

BENEFITS

- Significantly reduced number of APs across portfolio of hotels while also improving strength of coverage
- Successfully provided strong Wi-Fi coverage to 800+ attendees at events
- Future-proofing tomorrow's hotel experience

HIGH-SPEED HOSPITALITY

Hyatt Hotels Australia had the mission to replace its old Wi-Fi network with a new one, which would provide its staff and 571,000 guests per year with reliable and consistent Wi-Fi access across its portfolio of five hotels in Australia: Park Hyatt Sydney; Park Hyatt Melbourne; Grand Hyatt Melbourne; Park Hyatt Canberra; and Hyatt Regency Perth.

Figure 1: : Trilogy Room at Park Hyatt Melbourne

Comprehensive Wi-Fi coverage was one of the major challenges facing Hyatt. As with many hotels, the RF environment can often be challenging due to design and decor. Providing consistent Wi-Fi coverage to every room, corridor and public space can often be challenging. For example, metal decorative fixtures in bathrooms and lobbies can disrupt signal strength and create Wi-Fi black spots.

Hyatt began evaluating other Wi-Fi products to replace its current network. In addition to increasing Wi-Fi coverage across its hotels, Hyatt required a solution that was aesthetically pleasing as well as being quick and easy to deploy to minimise cost and disruption to the business.

"We knew we needed to improve the Wi-Fi coverage across our hotels, but any disruption to the day-to-day running of the business was going to be extremely costly, so it was important that we got it right," said Raymond Cheng, Area Information Systems Manager – Pacific, Hyatt Hotels & Resorts.

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Raymond Cheng
Area Information Systems Manager – Pacific

Hyatt Hotels & Resorts

In addition to its hotel guests, Hyatt also needed to consider the needs of the varied business events and conferences it hosts. This can be a challenging task for Wi-Fi vendors as the signal needs to remain strong for hotels guests as well as for conference organisers and attendees. This often equates to hundreds of additional devices accessing the network.

Hyatt turned to Ruckus and set up a pilot test at the Park Hyatt Canberra in May 2011. This hotel interweaves the hidden mystique of the 1920s with modern Art Deco design, creating a very complex RF environment.

Smart Wi-Fi performed well in the environment and after the successful pilot test at the Park Hyatt Canberra. A countrywide 6 month rollout commenced in July 2012 across the remaining hotels.

"We looked at other options, compared the features and pricing, and decided Ruckus would be the best option for Hyatt Hotels." Mr. Cheng commented,

"In total, Hyatt Hotels Australia deployed 585 Ruckus APs and 5 ZoneDirector 3000 Smart wireless LAN controllers across all 5 hotels in Australia."

Before the Ruckus rollout occurred, the nine-storey Hyatt Regency Perth had almost 200 access points installed throughout the property however some staff and guests still experienced a lack of coverage.

"We've now reduced the total access points from 200 to less than 100 thanks to Ruckus, while at the same time improving on the strength of coverage experienced with the 200 APs from our previous supplier. This has drastically reduced signal drops, allowing our guests to speak to families via Skype or conduct business with a reliable network," said Mr Cheng.

The APs integrate Ruckus patented BeamFlex technology, which focuses Wi-Fi signals only where they're needed by identifying the best-performing path and constantly routing them around interference. The sleek and low-profile design of Ruckus APs did not affect the décor or design at any of the five hotels.

Additionally, Smart Wi-Fi has enabled Hyatt to provide Wi-Fi at corporate events held at its hotels. It supports hundreds of concurrent connections, whilst still providing reliable Wi-Fi coverage.

"Since the Ruckus deployment, we've been able to successfully provide Wi-Fi to events with up to 800 people with the signal remaining strong. Not only that, we're also able to minimise any interruptions to guests as it's very easy to run and maintain.

With increased stability and consistency of performance, Hyatt Hotels have seen a decrease in complaints regarding Wi-Fi signal and coverage across its portfolio.

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