



Handlink provides WiFi to Pool Resort's exclusive guests with ISS-7000 gateway, a hotspot in a printer WG-500P

CASE STUDY

Hospitality Industry

I. About

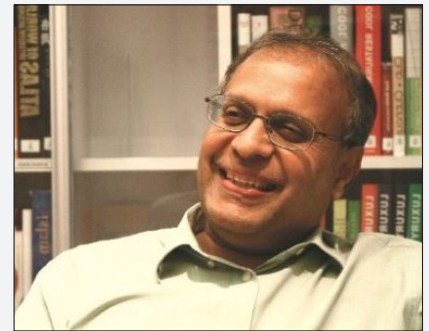
Pool Resort Port Douglas offers modern resort apartments just 5 minutes walk to the world famous Four Mile Beach. It also provides guests with the perfect base to explore the near Great Barrier Reef and Daintree Rainforest.

Pool Resort is an oasis of tranquillity, just moments from the heart of Port Douglas in Australia. The 4 star Port Douglas Resort offers a selection of elegant apartments and 185 metre central swimming lagoon.

Combining stunning hinterland views and friendly onsite management, our Four Mile Beach accommodation sets the scene for a holiday of rest, relaxation and rejuvenation in one of Australia's most sought-after holiday destinations

To meet the increasing demand of Bring Your Own Devices access coming from handheld devices such as iPhone, iPad and Android smart phones, the Resort upgraded it's free wireless network to their guests with Handlink infrastructure, a full functioning gateway, ISS-7000 v2 and an award winning hotspot in a printer, WG-500P.

Before that, the resort faced several difficulties in improving WiFi connectivity service.



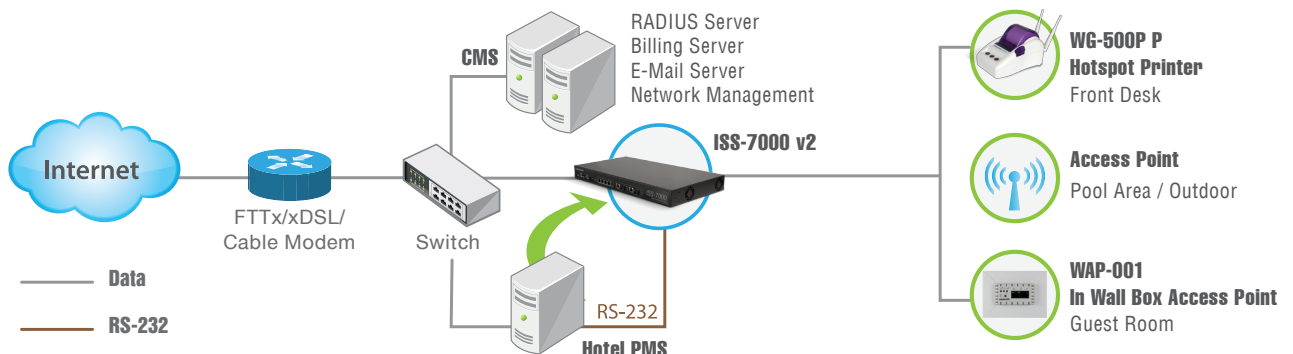
Kris Shotam | CTO, WiFiMAN

To ensure a satisfactory experience for their guests we were contracted to deploy a new Wi-Fi infrastructure. As beautiful as the remoteness of the location was, it also meant it had limitations which had to be resolved by WiFiMAN smart technologies.

The Handlink ISS-7000 v2 Access Control Gateway allows Pool Resort to easily manage both their guests and tenants effectively via a Handlink WG-500P at the Front Desk.

II. Challenge

1. Over 70 self-contained apartments
2. Handlink ISS-7000 v2 Internet Subscriber
3. Hi-speed access in spite of location limitations
4. Coverage of 185 metre central swimming area with outdoor WAPs bandwidth control, etc.



III. Solution

Security and built-in Marketing

The ISS-7000 v2 is designed for the triple A of the network (authorization , authentication and accounting). VPN Pass through, Layer 2 isolation and SSL Login Page multiple built-in system to put security to priority one level. ISS-7000 v2 allows up to 10 URL setting, walled garden, therefore administrator are able to design its unique login page with hotel website or say tour guide advertisement to be shown right on the login page. Walled garden and advertisement URL direct guests to learn more about the hotel or tour information before they are connected to the Internet.

Easy setting and Management

Dining or business seminar guests who desire to access to Wi-Fi at public area could easily request a Wi-Fi tickets at reception. The WG-500P is a portable thermal printer that is connected to ISS-7000 v2. With just one press of the button, a set of account and password will be created. Simply by entering the username and password or scan QR code printed on the ticket at the first Internet access.

Fast and Zero Configuration/IPnP

TEasy to use, The ISS-7000 v2 support IEEE802.ab 1000Base-TX Gbit/s fast ethernet and its unique IP Plug & Play (IPnP) technology allows subscribers to connect with ease for broadband access without having to re-configure. Zero configuration is required for any devices including, laptop, ipad or cell phones. User can freely connect to the network and the system will automatically configure itself.

Bandwidth Management

The ISS-7000 v2 enables the administrator to limit bandwidth usage on a per user basis (MAC address). The ISS-7000 v2 supports bandwidth management to avoid overfilling internet tunnel, which would result in network congestion and poor performance of the network. Pool Resort is benefited by Handlink's all-in-one solution as ISS-7000 v2 enables magnificent bandwidth control while previously hotel guest were complaining not having fair bandwidth while access to hotel Wi-Fi. ISS-7000 v2 allows administrator to easily set upstream and downstream speed as precisely as to each port or SSID.

Low operational cost, upgrade flexibility and high ROI

Pool Resort is highly benefited by adopting the total solution proposed by Handlink. The solution starts from a full function gateway, ISS-7000 v2, a control software(ACS) and a hotspot in a printer WG-500P. This infrastructure is not only proven to work perfectly still the installation fee is considerably low. Once the system is set-up, there is no technician on site required, not to mention this whole system shall last and operate effectively for many years to come. Pool Resort could always pay license fee to upgrade concurrent user numbers form 300 up to 1,000 when the business grows and no infrastructure rework will be needed.

HANDLINK[®]**HANDLINK TECHNOLOGIES INC.**

TEL : +886 3 564 5166 | Fax : +886 3 564 3922

Website: www.handlink.com.twE-mail: handlinksales@handlink.com.tw

4F, No. 3, Prosperity Rd. 1, Science-Based Industrial Park, Hsinchu 300, Taiwan, R.O.C.