Photo Source: Four Points by Sheraton

Overview

It is always the commitment of a hotel to provide its guests with high quality services. The Four Points by Sheraton in Puchong, Malaysia always strives to enhance total customer satisfaction and one of its projects is to improve the parking ticket verification system.

The hotel guests normally need to verify their parking tickets at the reception counter to enjoy free parking before they drive away from the car park. However, the queue time is very long at the counter during peak hours (such as check-in/out time) or whenever there is an event held in the hotel. Therefore, the hotel appointed Aglotel Wireless Solutions ("Aglotel") to design and build a total solution to shorten the parking ticket verification time.

Since the hotel lobby is lacking Ethernet ports, in order to minimize the wiring and renovation work Aglotel decided to deploy a total wireless solution. Connecting the main ticket machine at the hotel together with the reception counter and event floor, the Wi-Fi network allows guests to verify their parking tickets anywhere in the lobby or event floor via a handheld verification terminal. The new solution has significantly improved the parking ticket verification procedure.

Customer Name:
Four Points by Sheraton Hotel
Aglotel Wireless Solutions Sdn. Bhd.
(distributor & system Integrator)

Deployment Location:
Puchong, Malaysia

Application:
Parking Ticket Verification System
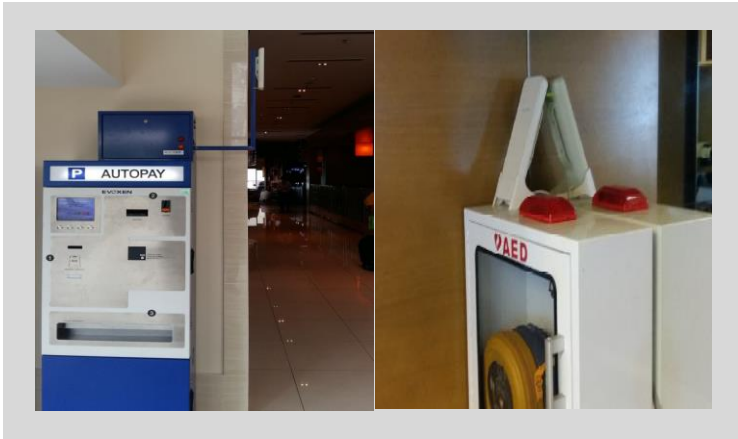
Products used:
Altai C1n

Result:
This new wireless solution provides higher flexibility to both hotel guests and staff. Instead of queuing up at the reception counter, hotel guests can verify their parking tickets through any hotel staff via handheld verification terminals and then go directly to the car park. It has significantly enhanced the overall efficiency and improved the service quality of the hotel.

The Challenge

- Lack of Ethernet ports in the hotel lobby and event floor
- Very short deployment time
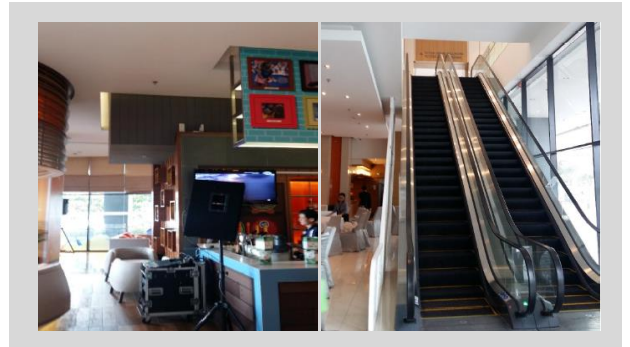- Limited sites for installation and without complicated wiring and renovation work

The Solution

There are four Altai C1n's used to interconnect the wireless parking ticket verification system. One C1n in AP mode is installed on the top of main ticketing machine at the hotel to connect with another two C1n's installed at the reception counter and the event floor. Owing to the size of the hotel lobby, an additional C1n is installed in the reception counter as a CPE to extend the Wi-Fi signal to provide full network coverage.

As the solution did not require complicated wiring nor renovation work, the installation was completed in only two days.

The Result

The main ticketing machine, hotel lobby, reception counter and event floor are now connected with a Altai Super WiFi network. This new wireless solution provides higher flexibility to both hotel guests and staff. Instead of queuing up at the reception counter, hotel guests can verify their parking tickets through any hotel staff via handheld verification terminals and then go direct to the car park. It has significantly enhanced the overall efficiency and improved the service quality of the hotel.

About Altai

Altai Technologies is a leading supplier of carrier-grade Wi-Fi products and technologies with a distribution network reaching 100 countries. Altai Super WiFi is the leading solution for vertical industrial markets, covering over 180 terminal ports and airports globally.

The Altai Super WiFi Solution includes a complete portfolio of indoor and outdoor products for carriers, WISPs, and enterprises to support a wide range of applications such as mobile data off load, public access, WLAN access, and backhaul.

Utilizing patented smart antenna technology, as well as a cloud-based management system called AltaiCare, the Altai Super WiFi Solution is designed from the ground up to deliver Wi-Fi networks that have unprecedented performance, reliability, scalability, and manageability.

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