

Jio's super-fast Wi-Fi connectivity helps leading hotel group win customers' hearts



#BusinessOnJio

01 ABOUT THE CUSTOMER

The hospitality industry has always been about excellent customer service. Modern guests travel for both business and pleasure, and expect high level of service from hotels.

Our customer is one of the most reputed hotel groups in India, and is known for their personalised, heartfelt hospitality. This group has been welcoming guests across their 32 breath-taking properties around the globe for more than 80 years. They have garnered multiple recognitions for all aspects of their work; from front of house to customer service and employment excellence.

CHALLENGES

Our customer has always aimed at providing the best guest experience; making each and every stay effortless and comfortable. A very big part of this experience is the ability to stay connected. And this can only happen when every corner of their vast properties is amply connected with hi-speed reliable Internet.

Until Jio got involved, the hotel group had engaged service providers whose operations were managed by local system integrators, resulting in very little control of quality of service and cost. Because their properties can span up to 32 acres, Internet connectivity could become patchy, which was sometimes problematic for guests, especially for those who were travelling for business.

Some other challenges they faced were –

- Infrastructure that needed update to support the latest entertainment services
- Maintaining hotel aesthetics during new network deployment
- Managing multiple Access Points for Wi-Fi deployment
- Managing multiple vendors for different services (hardware, bandwidth, system integration etc.)
- Complex compliance and audit obligations
- Limited control on overall expenditure



03 SOLUTION BY JIO

Jio provided Cloud-based Wireless Internet connectivity across various hotels located pan India for their guests, employees and devices

Jio's end-to-end, secure Wi-Fi system included -

- Access Points with good range and reliability
- Wi-Fi management systems (including customer-owned PMS)
- Managed service with dedicated experts (Cyber Butlers) and a centralised helpdesk
- Internet services, with Jio as the primary provider and hird-party service provider as back-up
- Future-proof network which supports infotainment services (OTTs and VoD)



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BENEFITS

Jio offered a very efficient Wi-Fi solution to the customer. They garnered the best hotel Wi-Fi rating by rating agency for their end-to-end Cloud based Wi-Fi system. The key differentiator is the Self-Care portal that enables them to track order status, monitor service requests and lots more!

Enhanced Guest Experience

Open Architecture deployment that enabling easy Internet access on all kinds of wireless devices

Scalability

Ease of increasing the number of Access Points or adding services

Customization

Tailor-made solutions considering guest, staff and visitor requirements

24*7 Onsite Support

Dedicated Cyber Butlers for faster resolution

Future Ready Network

Capable of fulfilling the existing as well as future business requirements

Freedom from Multi-Vendor Management

End-to-end managed services to avoid hassle of dealing with multiple vendors

Cost Optimization

OPEX-based cost without any investment in hardware

05 JIO ADVANTAGE

- **Secure Internet Access:** Managed solution with multiple authentication capabilities such as OTP, User ID, PSK based authentication etc.
- **Turnkey Solution:** One-stop shop for all Wi-Fi needs – hardware, software, user management, security, authentication and KYC
- **Hassle-Free Management:** End-to-end managed service, with central monitoring of operations from Network Operations Centre (NoC)
- **Reliable and Fast Internet:** Fiber-based last mile delivery and highly resilient network with ring architecture to ensure faster speeds and higher uptime