

Apollo Hotel Papendrecht Builds the Best Network for Mobility with a Simply Connected Network from Juniper Networks

Summary

Company:

Apollo Hotel Papendrecht

Industry:

Hospitality

Challenges:

- Provide extensive, differentiated and secure wireless coverage
- Facilitate remote network management
- Meet future network growth objectives
- Provide aesthetically pleasing and unobtrusive equipment

Selection Criteria:

Apollo Hotels looked for a single vendor solution to meet its firewall, switching and wireless needs in a secure and high-performance environment. Past experience convinced Apollo to enter into a partnership with Juniper Networks.

Network Solution:

- EX Series Ethernet Switches
- WLC Series Wireless LAN Controllers
- SRX Series Services Gateways
- MAG Series Junos Pulse Gateways

Results:

- Achieved 100% uptime in the new network
- Enabled hotel services such as room-key management, climate control, CCTV, telephone services and restaurant billing to be managed by the network
- Prepared for A/V broadcasting
- Received excellent customer feedback

Apollo Hotels and Resorts is a chain of high-quality hotels and resorts in the Benelux region. It prides itself on the unique character and atmosphere of each of its properties. The four-star Apollo Hotel Papendrecht has got 87 comfortable rooms which include 8 suites and a bridal suite with Jacuzzi. Furthermore this hotel has got 12 busy meeting rooms.

Challenges

When one of its hotels in the Netherlands, the Papendrecht, was due for a major renovation, Apollo took the opportunity to install a new, state-of-the-art wireless network to provide guests and staff with anytime, anywhere Internet access. Previously, Internet access was provided through HotSpot tickets based on a third-party service. The hotel had no control over the quality of the service, which offered very patchy coverage at best and only covered communal areas such as the hotel lobby and restaurant.

Apollo Hotels' construction partner for this project, VORM Bouw B.V., was asked to investigate the market for the best solution. Peter Orgelist, IT manager at VORM Bouw, had previous experience with Juniper Networks: "I liked the 'one supplier' concept Juniper Networks could give us. Firewall, switching and wireless technology could all be combined and integrated to work together. We turned to our network implementation partner W.T. International B.V. to help us source and deploy the right elements of the Juniper Networks' portfolio."

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Peter Orgelist, IT Manager, VORM Bouw B.V. (on behalf of Apollo Hotels and Resorts)

Selection Criteria

Apollo Hotels' management had some very clear requirements for the new network environment. It needed to be managed remotely so that the hotel would not have to employ local IT specialists. It had to provide extensive wireless coverage yet be secure enough to block private wireless networks that would operate within the same building. Besides the traditional hotel and meeting rooms, Apollo built a range of high-end apartments on top of its building. These apartments would accommodate individuals who could make their own network arrangements for privacy and choice reasons. Juniper Networks' technology would need to distinguish between networks and provide

sufficient security between them. The network also needed to be ready for the future, as wireless technology continues to evolve. Apollo expects to introduce audiovisual (A/V) broadcasting and is planning a 100 MB line to accommodate this. Maximum uptime was another key requirement, as Apollo planned to run many of its hotel services through the network. For safety reasons, hotels in the Netherlands are required to ensure a hotel room has a working telephone, so availability of the phone systems had to be guaranteed. Last, but by no means least, the network equipment needed to be aesthetically pleasing and unobtrusive to fit in with the hotel's new look and feel.

Solution

Apollo opted for a solution utilizing Juniper's Simply Connected portfolio of switching, wireless LAN (WLAN) and security products.

Juniper Networks® EX Series Ethernet Switches were deployed in a Virtual Chassis configuration to provide the utmost redundancy. Virtual Chassis technology enables up to 10 interconnected EX Series switches to operate as a single, logical device, reducing management overhead while providing a highly scalable solution.

Orgelist comments: "With the EX Series we are able to transport multiple VLANs easily throughout the whole building. The management is very straightforward, and we use the switching technology for our room-key management system, our climate control, CCTV, phone and Wi-Fi services. Given the data throughput speed and capacity capabilities of the EX Series switches, accommodating A/V broadcasting will not be a problem at all."

Juniper Networks WLC Series Wireless LAN Controllers are deployed in two technical rooms on separate floors to provide maximum redundancy. Channel planning is done easily through Juniper Networks RingMaster software. The hotel has the option to broadcast multiple networks so that its guests can use the free Wi-Fi service, while apartment residents have their own secure custom wireless network. The restaurant billing system also runs on the Juniper's WLAN infrastructure, so security is paramount. Performance is important, too. The wireless network serves seven meeting rooms, the largest of which has a 200-person capacity, with guests logging onto the wireless network using their personal devices.

Juniper Networks SRX Series Services Gateways are deployed as firewalls on all VLANs connecting to the ADSL modem and VDSL router. There are plans for an additional router to be connected to manage the new 100 MB line, ready for high-traffic throughput.

The Juniper Networks MAG Series Junos® Pulse Gateways solution provides a dual service. It enables remote working for some of the hotel employees, and it also manages a secure log-in portal for the telephone switchboard and management software suppliers for the hotel, who regularly require access to the hotel servers. This solution provides VPN support without the need to install IPsec clients or specific software.

Results

Following the opening of the renovated hotel, feedback on the wireless facilities has been excellent, according to Orgelist: "In nearly 18 months we haven't had a single network outage, which is great! Our guests love the fact that they have free, fast and reliable access to the Internet with hotel-wide coverage and even mention it on their TripAdvisor reviews as a benefit."

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Next Steps and Lessons Learned

"The network was built with the future in mind, and audiovisual broadcasting is just around the corner for us—as is offering a higher-performance Internet connection to our guests as a premium service with the introduction of our 100 MB line. This will allow us to charge for the superior service and receive a return on our initial investment, lowering total cost of ownership, while delivering choice and an excellent experience to our guests. We are very pleased with the solution and support we've received from Juniper Networks," commented Orgelist.

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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