

# Pudong Shangri-La

## Complaints Plummet with 802.11ac Wave 2 Deployment

### OVERVIEW

The Pudong Shangri-La in east Shanghai is located on the famous Huangpu River in the city's vibrant Lujiazui financial district. The hotel comprises the 576-room River Wing and the 375-room Grand Tower, and offers guests the choice of 9 restaurants and bars. It caters toward business and luxury clientele from all over the world.

### REQUIREMENTS

- A replacement to a previous wireless network solution
- Wi-Fi access to meet the most demanding business and leisure needs
- Wireless connections in all common areas such as lobbies, cafés, restaurants, bars and meeting rooms
- Reliability for guests who conduct international business outside standard Chinese working hours

### SOLUTION

- Upgraded the Wi-Fi in 576 guestrooms and 27 suites
- Deployed RUCKUS H500, R500 and R710 Wave 2 802.11ac controller-less access points
- Deployed a RUCKUS SmartZone™ 100 controller

### BENEFITS

- Contributed to the Shanghai Pudong Shangri-La's reputation as a leading hotel in the area
- Provided Wi-Fi across the entire hotel, even in areas that are difficult to cover
- Reduced guests complaints about Wi-Fi by 80%



### RUCKUS Helps Hotel Guests Check In to World-Class Wi-Fi

The growth of fast internet connections means that the world of business has grown ever smaller. Colleagues can now connect with one another wherever they are in the world, including when they travel. That means in a hospitality environment designed for business travellers, the Wi-Fi will always be in high demand. Not only will businesspeople be responding to emails and taking calls, but these days they will want to video conference and stream content from their hotel too. Just a few years ago, robust Wi-Fi was considered a bonus, even in business hotels, but now, it's a must-have.

### The Challenges

The Shangri-La Shanghai Pudong's wireless connections were causing problems. The hotel's IT teams found that they were spending a disproportionate amount of time on network maintenance. At the same time, the guests' usage was growing ever more demanding, with more travellers wanting to access demanding services such as streaming and video content. Furthermore, they were doing business outside standard office hours in China, which meant that the IT teams were unable to respond immediately if a problem with the wireless was encountered late at night or early in the morning. They also found that the wireless coverage in the hotel was

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patchy, and guests were complaining about spots with limited or no coverage. Some travellers were even asking for exclusive bandwidth or their own SSID.

"We knew we needed a new wireless solution, but the key for us was to install it in such a way that the guests never experienced an interruption in their service," commented Hofman Gao, IT manager for the Shangri-La in Eastern and Southern China. "We had an international reputation for being business-friendly but our old wireless solution did not live up to that."

## The Solution

Working with reseller Guangzhou Huisen Technology Co, the Shangri-La evaluated several domestic and international wireless equipment suppliers. The hotel chose RUCKUS base on the superior products and the installation was completed in only three months. RUCKUS engineers tested Wi-Fi signals in every corner of the hotel and developed a deployment plan. They deployed RUCKUS H500, R500 and R710 802.11ac Wave 2 indoor access points in guestrooms, public areas and high-density areas respectively, together with a SmartZone 100

Virtual Controller. The controller manages wireless functions for up to 3,000 access points, allowing the delivery of stable, secure Wi-Fi to thousands of users at once.

Additionally, RUCKUS' patented BeamFlex™ and ChannelFly™ technologies within the access points mitigate interference and boost performance. BeamFlex automatically adjusts the signals to the best performing path and steers around interference and obstacles. This ensures the strongest signal, highest throughput and the least amount of interference. ChannelFly leverages BeamFlex in order to select the best RF channel to deliver the highest performance Wi-Fi possible, optimizing signals for every client and transmission.

"We chose RUCKUS because the products were clearly superior and they were easy to manage," continued Gao. "For us, it was actually an easy decision once we saw the test results."

## The Benefits

Since the RUCKUS products were deployed in the Pujiang building of the hotel, 1,200-1,600 devices are regularly connected to Wi-Fi. Guests' negative comments about the Wi-Fi have fallen by 80 percent compared with before the renovation. Moreover, other local hotels in the area have been asking Shangri-La staff about the deployment because of the exceptional performance and convenience of its products in the Pujiang building project.

Shangri-La have now asked RUCKUS to conduct a similar project in its other Shanghai building, the Zijin. This will encompass 375 guestrooms and 36 suites by the end of 2016.

"We are so pleased with the RUCKUS deployment," concluded Gao. "We are recommending it to our peers in the area and continue to receive compliments on the standard of the wireless here at the Shangri-La."

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