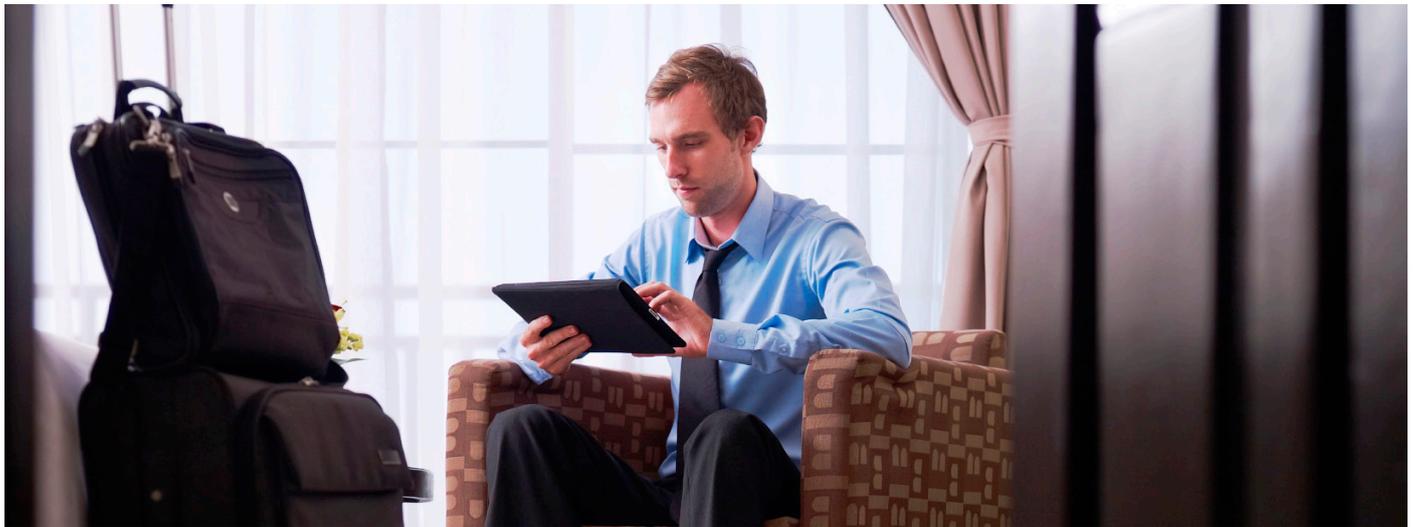


Hotel Improves Wireless Services for Employees and Guests



Hotel Agora enhances image by boosting online services for guests and tightening compliance with copyright law

EXECUTIVE SUMMARY

Customer Name: Hotel Agora Saint Germain

Industry: Hospitality

Location: France

Challenge

- Enhance hotel's wireless offering to guests

Solution

- Cisco Meraki cloud-managed wireless LAN

Results

- Guests are more satisfied with wireless service
- Controlling network usage is simple and effective

Challenge

With Notre Dame Cathedral just 300 meters away, the seven-storey Hotel Agora Saint Germain lies in the center of the world-famous Latin Quarter in Paris. The hotel, managed by Cedric Sahuc, provides a luxurious haven for travelers amid the rich culture and history of the French capital, close to iconic landmarks such as the Louvre, the River Seine, and the Pantheon.

Previously, the Hotel Agora's wireless Internet connection was provided by an outside vendor, meaning that Sahuc lacked control over the network that he offered to guests and staff. The landing page for the hotel's guests had no specific branding. Guests and employees alike suffered from numerous performance issues. No real visibility was available into users accessing the network or the type of traffic on it.

Another of Sahuc's concerns was compliance with French HADOPI law, which was introduced in 2009 to control copyright infringement on the Internet¹. "If a customer downloads illegal content, our network could be disabled," he says. Sahuc wanted to find an affordable solution that would not only address this issue, but also would provide greater control over the hotel's computer systems.

Solution

Sahuc sought the advice of Gonzague Dambricourt from Bouche Cousue, an Internet solutions partner, who recommended the Cisco® Meraki branch gateway and 802.11n

wireless LAN. "Cisco Meraki provides a reliable networking solution," Dambricourt says, "and its cloud management model means there's no need for onsite IT."

In a business where guests and administrators use wireless on a daily basis, the ongoing operation of the network is mission critical. Dambricourt was impressed by the smart load-balancing functionality of the Cisco Meraki MX70 cloud-managed security appliance, which balances traffic between two broadband connections. "Even if one connection stops working, the network relies on the other connection," Dambricourt says.

Cisco Meraki integrated client fingerprinting, content filtering, and traffic shaping and would also provide the visibility of, and control over, the clients and applications that Sahuc needed.

1. The French government revoked the HADPI law in July 2013

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Cedric Sahuc
Manager
Hotel Agora Saint Germain



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Cedric Sahuc
Manager
Hotel Agora Saint Germain

In just one afternoon, Bouche Cousue deployed a complete Cisco Meraki network, from the branch gateway to wireless access points throughout the hotel, and created one SSID for secure hotel administration and another for guests.

The latter uses the Cisco Meraki LAN isolation feature, which prevents guests from accessing the internal network and each other, thereby eliminating privacy and virus concerns. Using the Cisco Meraki custom splash page feature, Dambricourt created a landing page emblazoned with the hotel’s logo, the phone number for reception, and additional information such as the hotel’s Facebook page.

Dambricourt also installed Cisco Meraki Systems Manager on employees’ computers and servers, providing monitoring, diagnostics, and remote desktop capabilities. “Because the server’s mission critical, it’s very helpful that we can see on the dashboard if it’s down or if the memory is too low,” he says.

Results

Since the Cisco Meraki platform monitors the network from the cloud, Sahuc is notified of any problem within minutes. With Cisco Meraki remote tools, he can often fix issues without going onsite. Guests no longer complain about Internet problems and are even able to stream video. “We can customize the system to our needs,” Sahuc says. “It’s nice to see everything in one interface.”

The solution also enables Sahuc to streamline traffic over the network as well as prevent access to prohibited peer-to-peer sites that could violate copyright legislation. “We could not do that before,” Sahuc says. “No one provides this kind of traffic shaping and content filtering at such an affordable price.”

After witnessing the ease and success of the Cisco Meraki network deployment, Sahuc’s wife deployed Cisco Meraki in her hotel, the Hotel Abbatial. Through the web-based Cisco Meraki dashboard, the Sahucs can monitor the wireless and wired networks of both hotels, and will soon connect them with the MX70 devices auto-configuring site-to-site VPN.

For More Information

To find out more about Cisco Meraki Cloud Managed Wireless solutions, please go to: www.cisco.com/go/meraki

Product List

Wireless

- Cisco Meraki Cloud Managed Wireless Access Points

Security

- Cisco Meraki MX70 Cloud Managed Security Appliance

Management

- Cisco Meraki Systems Manager



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