

CASE STUDY

RAMADA HOTEL ABU DHABI



About Ramada Hotel

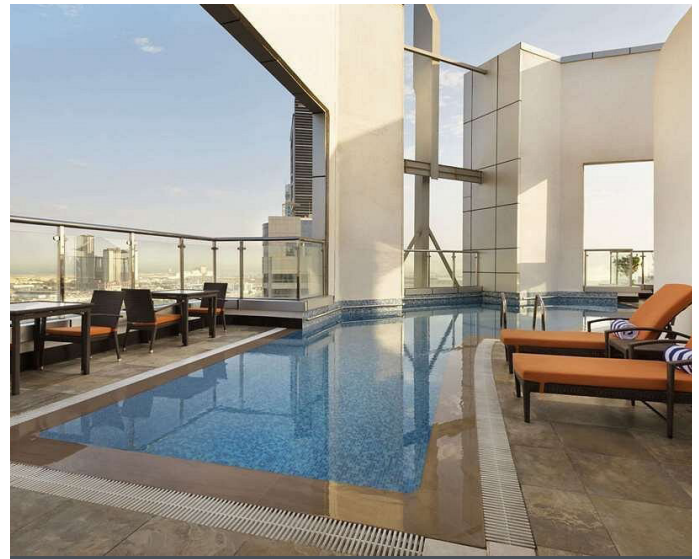
Ramada Hotel Abu Dhabi is a premier hospitality destination, known for providing exceptional guest experiences in the heart of the UAE capital. With a perfect blend of luxury and comfort, Ramada caters to both business and leisure travellers, ensuring seamless connectivity and superior service throughout their stay.

Ramada with Ray

Ramada Hotel, Abu Dhabi, sought a robust solution to manage bandwidth and provide seamless internet connectivity for both walk-in and in-house guests. Security, guest satisfaction, and efficient data management were critical needs for the hotel, particularly as they faced stiff competition from established players like ANTLAB and 24online.

Requirements & Challenges

- › Effective bandwidth management to ensure optimal internet performance.
- › Seamless connectivity for both walk-in and in-house guests.
- › Captive Portal with PMS integration to streamline guest login and enhance visitor experience.
- › Reliable 24/7 network monitoring and support for uninterrupted service.



Solutions:

Devices Provided:

- › Ray Edge Medium with Protect subscription and firewall feature.

Captive Portal Features:

- › Login via Hotspot for walk-in guests, providing secure and hassle-free access.
- › PMS Integration for automatic and seamless authentication of in-house guests, ensuring a smooth and personalized experience.

Network Management:

- › Ray's Captive Portal offering a custom-designed interface to enhance the hotel's brand identity.
- › User Data Collection for better insights into guest behavior, allowing Ramada to improve services and offerings.
- › Bandwidth Management ensuring balanced internet distribution across the hotel premises.
- › 24/7 NOC Services for real-time monitoring, troubleshooting, and support.



Key Takeaways

- › Ray's Edge Medium device provided a reliable gateway with integrated firewall protection, ensuring secure and uninterrupted internet connectivity.
- › Ray's Captive Portal enhanced the guest experience while reinforcing Ramada's brand image.
- › The integration of Ray's solution with the Property Management System (PMS) facilitated seamless and personalized internet access for guests, boosting satisfaction and loyalty.
- › With 24/7 NOC services, Ramada Hotel benefited from round-the-clock network monitoring and support, ensuring maximum