client profile:
This client is a leading global hospitality company that generates $30 billion in annual revenues. The company serves more than 130 million guests annually through more than 4,100 managed, franchised, owned, and leased hotels with nearly 700,000 rooms in 92 countries and territories. Its brands span the sector from luxury and full-service hotels to resorts to extended stay suites.

business problem:
Secure, fast, and ubiquitous Internet access has become a necessity for both the business and leisure traveler. It is a preferred amenity. Poor Internet access can result in lost bookings and poor word-of-mouth. Given their number and distribution of properties, the client needed to quickly install service at new hotels and upgrade existing installations to improve network performance. Each type of installation presents different types of challenges. The schedule for deployment was extremely variable with high numbers of projects one week and perhaps none the next. The solution must be cost effective and flexible enough to support the vast variety of hotel layouts and guest devices. Additionally, the technology must be easily maintained by the client’s network engineers.

solution: Randstad Technologies surveyed and designed installation plans for hotel properties with the latest wired and wireless internet access solutions. Over the past 7 years more than 30,000 access points and more than 6,000 network switches have been installed throughout North America and Puerto Rico.

results:
• Reduced network operating costs by 15%.
• Consolidation of design and installation services has further reduced costs.
• New, commercial grade equipment has reduced failure rate, improved performance, and lowered support costs.
• The ability to quickly scale to meet the client’s rapidly evolving scheduling demands has enabled a degree of unparalleled flexibility.

the Randstad Technologies solution:
Since 2007 the client has relied on Randstad Technologies for a full-service solution, including:
• Surveys of each property assessing the quality of an existing installation or how to optimize a new installation. The survey ensures that signals will propagate, identifies the needed equipment and its location, and addresses any unique design elements.
• Solution design to improve the coverage of existing systems or optimize the coverage of a new installation to ensure a high-quality user experience.

case study: 30,000 access points and 6,000 network switches deployed
ongoing project for global hotel firm reduces network operating costs by 15%
• Installation of both wired and wireless Internet access.
• Serve as the liaison with hotel's management to coordinate the timing of the installation.

Randstad Technologies has fashioned a flexible, scalable, and highly technical delivery team able to accommodate the client’s extremely fluid schedule. Because of the consistently high-quality performance of the design engineers and the staging and installation teams, the client has made Randstad Technologies the sole vendor for this service and the exclusive installation vendor for all Canadian properties.

benefits delivered
The benefits of using Randstad Technologies for the design and deployment of their networks are apparent to this client:

• More efficient and accurate designs have reduced network operating costs by 15%.
• Having one firm able to handle the design and installation of the network equipment has additionally reduced the client's cost.
• The use of new, commercial grade equipment results in far fewer failures and operating issues than the client’s previous infrastructure, thereby reducing support costs.
• High quality designs improve bandwidth and the customer experience.
• The ability to quickly scale from one team to a dozen to meet the client’s rapidly evolving scheduling demands has enabled a degree of unparalleled flexibility.

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