



# Luxury Holiday Resort Achieves 24/7 Reliable Guest Wi-Fi Connectivity

## ABOUT DOUBLE-SIX LUXURY HOTEL

The Double-Six Luxury Hotel is a luxury holiday accommodation on the Indonesian island of Bali. Officially opened in January 2015, the boutique hotel prides itself on offering guests a stylish lifestyle destination with premium services and facilities to 'live it all'. Before its current status as a hotel, the area was home to the legendary Double-Six Club, a popular and exclusive clubbing venue with a clientele that spanned across two generations.

## Challenge

As a luxury destination, Double-Six Luxury Hotel's guests expect the highest levels of service standards which means 24/7 guest connectivity to back of house services

and Wi-Fi access for the guest at the hotel.

"To provide uninterrupted engagement with and for our guests, we needed a system that would guarantee 24/7 connectivity with the Wi-Fi network available in all guest areas," said Mr. Sulaiman, IT Manager, Double-Six Luxury Hotel. "As a new property with a growing reputation in the luxury travel sector, there is no room for error and the system must be future-proofed to provide the best customer experience and guest engagement to our guests."

Eager to start business within the shortest time possible, the new hotel also wanted a Wi-Fi solution that could be easily installed, in time for their soft launch.

## SUMMARY

### DOUBLE-SIX LUXURY HOTEL - SEMINYAK

**Customer**  
Double-Six Luxury Hotel



**Partner**  
ACS Group  
Indonesia

**Industry**  
Hospitality

## Challenge

As a luxury destination, guests expect the highest levels of service standards which means 24/7 guest connectivity to back of house services and Wi-Fi access

## Solution

- Zebra AP 6511 Access Point
- Zebra RF6000 Controller

## Results

- 24/7 reliable guest connectivity
- Guaranteed fast and secure roaming
- Wi-Fi capacity automatically scaled up or down depending on occupancy
- Wi-Fi coverage throughout the hotel
- Installation completed in minutes

## SUCCESS STORY

DOUBLE-SIX LUXURY HOTEL SEMINYAK



## Solution

During the construction of the luxury resort, Mr. Sulaiman and the Double-Six Luxury Hotel management team searched for the most reliable wireless Local Area Network (LAN) available in the market. They were introduced to Zebra Technologies by ACS Group, a wireless networking specialist and a Platinum Reseller of Zebra Technologies.

What sealed the deal was when the Zebra AP 6511 Access Point cost-effectively outperformed other competitors in a strength test. Wi-Fi signal from a single unit is able to cover two suites instead of one. Zebra and ACS Group's ability to quickly deploy and implement 128 units of the AP6511 and two units of the RFS6000 Controller in time for the hotel's soft launch in May 2014 was also a key point for contention.

## Results

**24/7 Reliable Guest Connectivity:** Feedback from guests at the Double-Six Luxury Hotel has been very positive. The stable Wi-Fi connection allows guests to surf the Internet any time and everywhere within the hotel's premises, regardless of the device. Guests were also pleased with how the always-on guest connectivity contributed to the ongoing interaction between guests and the hotel. With a Wi-Fi signal strength that covers two suites instead of one, Double-Six Luxury Hotel is able to effectively gain more with less.

**Ability to Grow Together:** The Zebra AP 6511 is able to guarantee fast and secure roaming. A hotel is reliant on tourist spikes and dips. The Zebra AP 6511 together with the Zebra RFS6000 controller will automatically scale up or down Wi-Fi capabilities depending on hotel occupancy. This is to ensure guests are treated to a fuss-free Wi-Fi experience, with no drop in surfing speed even when the hotel is fully occupied. If Double-Six Luxury Hotel decides to expand its premises in future, the hotel can easily install more Zebra AP 6511 units, future-proofing the hotel for any forthcoming plans.

**Coverage and Control:** As a provider of customer service, guest engagement is extremely important for Double-Six Luxury Hotel and its staff. This includes the access to reliable and secure Wi-Fi. Mr. Sulaiman and his team rely on the Zebra AP 6511 to provide secure coverage to all areas in the hotel, from the guest suites to the lagoon bar. The Zebra AP 6511 also includes an intelligent self-optimizing controller AP code – enabling the boutique luxury hotel to gain the benefits of a central controller. This provides ease of use to Mr. Sulaiman and his team, who can easily manage how the Wi-Fi is being connected and control which devices are being connected to the hotel's network. This is important from a security point of view, to prevent or track unauthorized access or infiltration into the network.

**Seamless Installation:** The Zebra AP 6511 was expressly designed for one of the most challenging wireless LAN environments – hotel guest rooms. Mr. Sulaiman and his team appreciated how the Zebra AP 6511 was installed in minutes. As the installation was so seamless, the Double-Six Luxury Hotel was able to dramatically reduce installation time, in time for the hotel's soft opening. The AP's sleek "hide in sight" design and minute size also seamlessly fits the décor and ambience of the luxury resort.

"To provide uninterrupted engagement with and for our guests, we needed a system that would guarantee 24/7 connectivity with the Wi-Fi network available in all guest areas,"

**Mr Sulaiman  
IT Manager,  
Double-Six  
Luxury Hotel**

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