

Holiday Inn

PRO SERIES – WIRELESS

Holiday Inn Phoenix-Tempe/ASU Customer Case Study

The Organization

Holiday Inn, Phoenix-Tempe/ASU

The Challenge

Deploy a secure, reliable and easily-managed wireless solution, while also enhancing security and productivity for the hotel's back-office systems.

The SonicWALL Solution

A SonicWALL PRO 2040 security gateway running SonicWALL's Network Anti-Virus, connecting 10 SOHO TZW wireless access devices and providing separate security zones for the wireless network, the back office system, and a guest computer.

The Results

- Ensures continual wireless coverage for guests throughout the hotel
- Provides secure zones for wireless network, guest desktop computer, and back office
- Complimentary guest wireless access gives the hotel a competitive advantage
- Wireless access devices deployed cost-effectively using power-over-Ethernet injectors
- Lays down a secure wired and wireless infrastructure for future development

Holiday Inn Phoenix-Tempe/ASU Gets Connected with SonicWALL

Wireless network keeps guests connected in rooms and public areas. Gateway provides security zones for hotel network.

Located in the heart of the Phoenix Metropolitan area and adjacent to Arizona State University (ASU), the Holiday Inn Phoenix-Tempe/ASU is host to many academic and student visitors to the ASU campus. "Visitors connected with ASU tend to have sophisticated communications needs and high expectations of what technology the hotel will be able to provide," comments Tom Kreitler, General Manager of the Holiday Inn Phoenix-Tempe/ASU.

Kreitler had hesitated to install traditional wired Internet access, observing from his guests' increasing use of wireless devices that a network accommodating mobility was likely to be a closer fit for their needs. When he decided to implement wireless in his four-storey 190-room hotel, his objectives were straightforward. "I looked for a wireless network that was easy to use, provided good security for our guests and, above all, would work without a hitch and reflect well on the hotel," Kreitler explains.

Ahead of the Curve with Wireless

Kreitler chose a wireless network based on SonicWALL® technology recommended by local technology solutions provider, Alan Burgess, owner and founder of The Computer Doctor/VISi located in nearby Scottsdale, Arizona.

"Meeting the unusually exacting needs of customers such as Holiday Inn, Tempe, is our specialty," said Burgess. "For over 16 years we've grown by providing our customers in Arizona and New Mexico with the best quality solutions and support whether their needs are sophisticated or straightforward."

Burgess recommended installing a PRO 2040 appliance as the overall security appliance, with SonicWALL SOHO TZW wireless gateway in strategic spots for comprehensive coverage. The hotel's construction presented a special installation challenge, since the solid concrete walls and steel fire doors created an additional obstacle to wireless communications. Burgess was able to overcome these issues using just 10 SonicWALL SOHO TZWs. The appliances were secured to the ceilings and, avoiding the need for traditional electrical sockets and wiring, run on power-over-Ethernet injectors.



Holiday Inn Phoenix-Tempe/ASU

"In the hotel business, it's important to remain ahead of the curve. With this easy to use, reliable and affordable wireless network from SonicWALL, I believe our facility offers our guests a feature that they really appreciate."

—Tom Kreitler
General Manager
Holiday Inn, Phoenix – Tempe
(Arizona State University)

SonicWALL Benefits

Wired and Wireless Network Protection

ICSA-certified for industry compliance, SonicWALL firewalls offer scalability, flexibility and robustness to deliver superior firewall and wireless performance.

VPN for Secure Remote Access

SonicWALL's VPN Client also increases secure network access flexibility by allowing VPN traffic to pass through any IP network using Network Address Translation.

Encryption for Secure Access

SonicWALL firewalls offer 3DES/AES encryption for secure data transmissions over a VPN tunnel.

Availability

SonicWALL Internet security solutions are designed with automated failover and failback capabilities, offering high redundancy and availability to ensure maximum reliability of connection.

SonicWALL Contacts

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Security Zones

The SonicWALL PRO 2040 controls and manages security policies for guest wireless access, blocking threats including worms, viruses, backdoors and hackers, too. It is also used to provide separate security zones for the hotel's own back office PCs as well as a guest PC which is available to all hotel visitors. The installation uses SonicWALL Complete Anti-Virus to protect the guest PC, which had previously been subject to multiple viruses and infections transmitted from emails, Internet sites and even by instant messaging.

The Holiday Inn Phoenix-Tempe/ASU now provides complimentary wireless access in all its guest rooms and common areas, including the lobby, restaurants, lounges and even the pool area using a SonicWALL PRO 2040 as the overall security gateway and strategically-placed SonicWALL SOHO TZW wireless appliances to ensure comprehensive coverage.

Speedy, Secure and Simple

Installation took place quickly over a couple of weeks, and Kreitler is highly satisfied with the result. "Whatever technology not only had to work well, but provide a proper level of security. The Holiday Inn chain publishes a comprehensive security mandate for its franchises and SonicWALL was able to meet all of them," says Kreitler. "In the hotel business, it's important to remain ahead of the curve. With this wireless network from SonicWALL, our facility offers our guests a feature that they really appreciate."

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