InterContinental Bali Resort Uses UniFi to Provide Superior Service to Hotel Guests

Ubiquiti Networks™ UniFi® products deliver reliable, fast Internet to guests of a large luxury hotel in Bali.

UniFi's controller feature allows IT staff to monitor the network at any time and anywhere to ensure the best Internet service possible.

UniFi is a great solution for areas difficult to cable for wired Internet service.

The InterContinental Bali Resort is one of the island's most popular resorts. It boasts a pool and spa as well as 417 rooms, suites, and luxury accommodations, all of which are fully outfitted with free WiFi. The resort is also a frequent venue for parties, weddings, and business retreats.

The InterContinental Bali Resort began using Ubiquiti products in 2007 and has remained a loyal Ubiquiti customer for the last seven years, using UniFi APs and outdoor units to enable Internet coverage for the entire 18-hectare (44.5-acre) resort.

Wi-Fi allows the staff to engage guests anywhere in the hotel

FOR MODERN TRAVELERS, GOOD WI-FI IS ESSENTIAL

Guests stay at the InterContinental Bali Resort for both business and pleasure, and require reliable access to wireless Internet. Guest satisfaction is of pivotal importance to the InterContinental Bali Resort's success, so the hotel cannot afford for its Internet to be unreliable. Since deploying its first Ubiquiti Nanostation back in 2007, the hotel has encountered virtually no problems with their network and regularly receives positive guest feedback.

"Most of our guests are here for leisure, but they still like to be able to access the Internet, so we make sure we have it set up everywhere - in their rooms, by the pool, even on the beach," said Made Yudana, Senior IT Manager at the InterContinental Bali Resort. "We need our Internet to reach everywhere and to be high quality and consistent, and Ubiquiti makes that happen."

"We are very happy with Ubiquiti, it hits all our major priority points: broad-scale access, competitive pricing, and dependable coverage."

Made Yuna, Senior IT Manager

All areas, including the Inspiration Library, have Wi-Fi coverage

Guests have access to the Internet outdoors

UNIFI KEEP THE HOTEL CONNECTED

The InterContinental Bali Resort currently employs 146 UniFi APs and 10 UniFi outdoor units to keep their network running. Because the building is difficult to outfit with wired Internet, the UniFi solution offers the perfect alternative to extensive cabling.

"We are very happy with Ubiquiti," said Yudana. "It hits all our major priority points: broad-scale access, competitive pricing, and dependable coverage."

Another advantage for the hotel is the UniFi controller feature, which allows the IT staff to monitor the network from a single central location. "It's extremely helpful," said Yudana. "At any time, I can check to see how the network is performing, who is using it, and where it's being most used."

This information is important for the hotel to track the areas with the highest data demands and see where to expand their network, so that they can continue to offer guests the best service possible.

Product	Number	Purpose
UAP	146	Provide standard wireless coverage
UAP-Outdoor	10	Provide outdoor coverage

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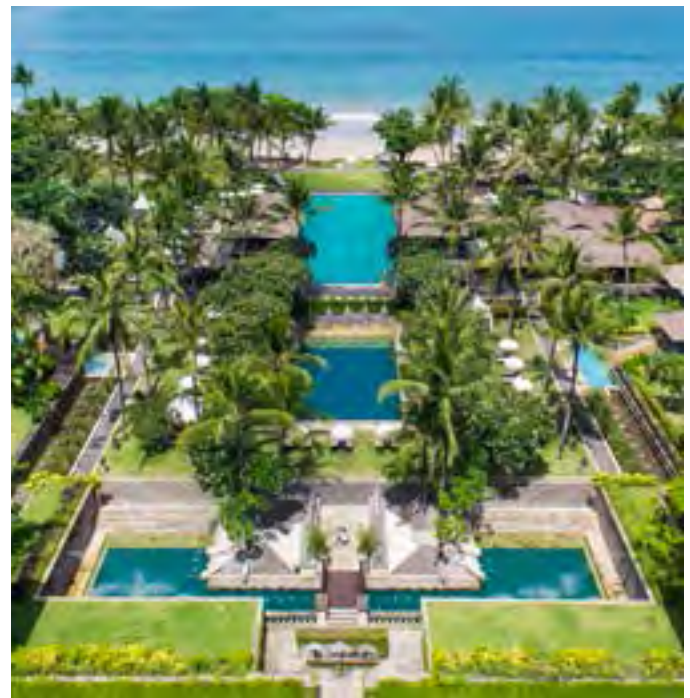
Made Yuna, Senior IT Manager

FUTURE PLANS

The InterContinental Bali Resort is currently in the process of migrating all of their wireless networking demands to the 802.11ac standard using UniFi. They intend to continue to use UniFi products as they expand and update the hotel's wireless offerings.

An aerial view of the InterContinental Bali Resort

Visit the Customer Name at www.bali.intercontinental.com

For more deployment case studies, visit: www.ubnt.com/customers