

KERRY HOTEL, HONG KONG

Hong Kong's newest luxury hotel network delivers premium guest experience



CASE STUDY

KERRY HOTEL
Hong Kong
香港嘉里酒店



OVERVIEW

The luxury 546-room Kerry Hotel, Hong Kong is a new brand under Shangri-La Hotels and Resorts and became the first hotel to open on the Kowloon waterfront for over twenty years. Kerry Hotel, Hong Kong brings an inclusive, modern approach to luxury hospitality and is a vibrant hub for business travelers and local residents.

REQUIREMENTS

- One stop reliable solution for wired and wireless network
- Fast and reliable high-speed Wi-Fi access
- Strong and stable wireless connectivity to support multiple applications

SOLUTION

- Deployed Ruckus network equipment across the hotel, including 802.11 ac access points (APs), SmartZone controller and ICX switches

BENEFITS

- Delivered excellent guest Wi-Fi experience
- Supported unlimited and fast internet access
- Enabled IPTV content streaming in guest rooms
- Upgradable with flexible network architecture
- Ease of management for wired and wireless network

MODERN APPROACH TO LUXURY HOSPITALITY WITH RUCKUS NETWORKS

Kerry Hotel, Hong Kong brings a dynamic approach in hospitality to the shores of Victoria Harbour. The first new hotel to open on the Kowloon waterfront in over two decades, Kerry Hotel, Hong Kong is the city's first urban resort for visitors and local residents, offering an unparalleled array of dining options, leisure activities, business and meeting services, and wellness programs.

Taking an innovative approach to architecture and interior design, Kerry Hotel, Hong Kong wanted a reliable, high performance network solution to deliver seamless connection for modern guest services and backend operations.

THE CHALLENGE

Kerry Hotel, Hong Kong is a 16-story hotel with 546 guestrooms, 17 meeting venues, four restaurants and a bar, extensive outdoor landscaped gardens and public areas. Featuring stunning, panoramic views of Victoria Harbour and the famous city skyline, Kerry Hotel, Hong Kong, a brand-new property, wanted to ensure every modern guest service was available including Internet Protocol Television (IPTV). IPTV would allow for high definition content, RSS feeds, Video on Demand (VOD), Music on Demand (MOD), transmitting live news and other services. The network needed to be reliable and provide consistent, efficient, smart connections to tackle the specific needs of each location.

The hotel also features the city's largest pillar-free ballroom that can accommodate over 1,000 seated guests or a standing reception of up to 2,100. There are also 16 other multi-function rooms, and indoor / outdoor event spaces. It was critical that guests were able to access the network on multiple devices simultaneously.

A common challenge among guests is to keep up with rapidly evolving technology and fulfilling guest expectations by giving them access to the latest digital entertainment and HD video streaming irrespective of where they are in the hotel. Therefore, a high-performance, scalable network infrastructure was needed to facilitate the provision of high quality Wi-Fi connectivity and to be able to support high demand during large scale events.

"We needed a secure and reliable wired and wireless solution to provide seamless connectivity to support our unique mobile services in guest rooms, function rooms and restaurants," said Kam Ko, information technology manager, Kerry Hotel, Hong Kong.

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“The reputation of Ruckus as a world leader in Wi-Fi network infrastructure gave us the confidence to select their products and solutions... with the newly acquired family of ICX switches, Ruckus provided a one-stop solution to meet our wireless and wired network needs, and gave us peace of mind during the hectic development stage of a brand-new hotel.”

KAM KO

Information Technology Manager, Kerry Hotel, Hong Kong

THE SOLUTION

After evaluating a number of providers, Kerry Hotel, Hong Kong and a local reseller found that the network solution provided by Ruckus outperformed all other vendors. On time and within budget, Ruckus deployed ICX switches, a mixture of 802.11ac indoor and outdoor access points (APs) and the SmartZone controllers.

Ruckus ICX fixed form-factor switch families work together to deliver a simple secure and scalable high-performance network solution to support the customer's demanding video, and wireless access requirements.

“With its market leading Wi-Fi network performance reputation, Ruckus products and solutions proved to be the perfect fit for our requirements,” said Ko. “The ICX switches for IPTV network and Wi-Fi backup by Ruckus APs provide a one-stop solution to meet our wireless and wired network needs, and gave great peace of mind during the hectic development stage.”

Kerry Hotel, Hong Kong strives to bring modern convenience to all their guests, and the provision of seamless wireless connection is critical everywhere within the hotel whether it's the guestrooms, garden, restaurants, function rooms or ballroom.

The Ruckus APs were deployed to provide wireless access in public areas and supports the hotel's Property Management System (PMS) that runs wireless operations and eConcierge services for guests. Inside every guest room, Ruckus Wi-Fi APs and Ruckus ICX switches are used to power internet and IPTV access respectively. Guests can stream HD video content from their mobile devices and mirror the content to the in-room IPTV.

Ruckus APs incorporate patented BeamFlex™ and ChannelFly™ technology expanding network coverage, removing interference and providing fast data transfer rates in busy environments. Ruckus BeamFlex™ adaptive antenna technology plays an important role by automatically adjusting the signals to the best performing path thus avoiding interference.

Managing the APs is the SmartZone controller. SmartZone wireless LAN controllers simplify network set-up and management, enhance security, minimize troubleshooting and ease upgrades. Built on a common operating system, SmartZone controllers are available in both appliance and virtual appliance form.

“The Ruckus SmartZone Controllers interface is user friendly, and the ability to configure and administer the network is a breeze. We have clear visibility of all access points deployed for easy control and maintenance. More importantly, with the centralized management controller, administrators can utilize sophisticated user access controls enhancing network security.”

Kerry Hotel, Hong Kong houses the city's largest grand ballroom, and has hosted several large-scale corporate events with the guest feedback highly complementary on the Wi-Fi quality. Furthermore, positive reviews were also made about the wireless connection on the hotel's website.

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Unique to Hong Kong, Kerry Hotel restaurants and bars have both indoor and outdoor space overlooking Victoria Harbour. Within the hotel is Dockyard; the city's first international food market hall in a five-star hotel. What makes the Dockyard so special is that it also brings modern convenience to customers with its own mobile app (iOS and Android). Thanks to the superior Wi-Fi connection, diners can browse menus, order food and drinks, and pay quickly and easily with the app and share the experience with family and friends. On the operations side, the Ruckus network is supporting Dockyard's point of sale in transmitting print job data over the wireless connection.

"We are very pleased with the performance of Ruckus as it addresses the crucial technology needs of our hotel and enabled us to provide a modern service to our guests," concluded Ko.

"With its market leading Wi-Fi network performance reputation, Ruckus products and solutions proved to be the perfect fit for our requirements."

KAM KO

Information Technology Manager, Kerry Hotel,
Hong Kong

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350 West Java Dr., Sunnyvale, CA 94089 USA

www.ruckusnetworks.com