

Case Study: Comfort Inn Deploys Plug-n-Play Guest Solutions

SOHOfware's WLH200 Subscriber Server
Simplifies Guest Access

Deploying Broadband services in public environments requires the ability to accommodate a wide range of computer environments instantaneously, without the involvement of the user to configure network settings. This is particularly true in hospitality applications where the constant turnover of hotel guests makes a simple-to-use high speed service an imperative.

SOHOfware was recently selected to provide a Subscriber Management solution for two Comfort Inn locations, one in Alexandria, LA., and the other in Waco, TX. The installer of the networks, [AEN Broadband of Scottsdale, AZ](#), who selected the product was specific in describing the need: provide a device that would allow any guest to connect to the Ethernet port in their room and immediately obtain Internet access without restriction.



Comfort Inn, Alexandria, LA

SOHOfware recommended the WLH200 Subscriber Server, a fully functional guest management solution that has built-in intelligence to recognize a new user who has logged on. The device accommodates any existing network settings on the guest's computer, and redirects the user to the hotel's Internet service, instantly, and with no configuration hassles.



Comfort Inn, Waco, TX

How it works

Without the Subscriber Server, a network's IP router would require a new user's computer to have compatible IP, DNS and Gateway network settings. For hotels that cater to business travelers, those most likely to utilize Internet services, this can be a particularly complex problem as many business travelers have computers configured for the specific static IP subnets of their company's LAN. Unlike dialup services, high speed services that need an IP address would require these guests to reconfigure their PC's network settings at every hotel they stayed in. A nuisance to some, and downright daunting to many.

SOHware's WLH200 eliminates the need to change network settings. Through an intelligent IP redirection feature, the Subscriber Server automatically redirects the IP address, Gateway and DNS settings to a single WAN interface. The redirection process can be done transparently to the guest, or via login authentication as desired by the hotel to meet their business needs.

For Comfort Inn, unrestricted access was the key point. The WLH200 delivered. Says [AEN Broadband's](#) President, Gary Doty,

"I needed something affordable with the performance features that would meet corporate expectations for Comfort Inn. The SOHware WLH200 has the features I need."

What about wireless?

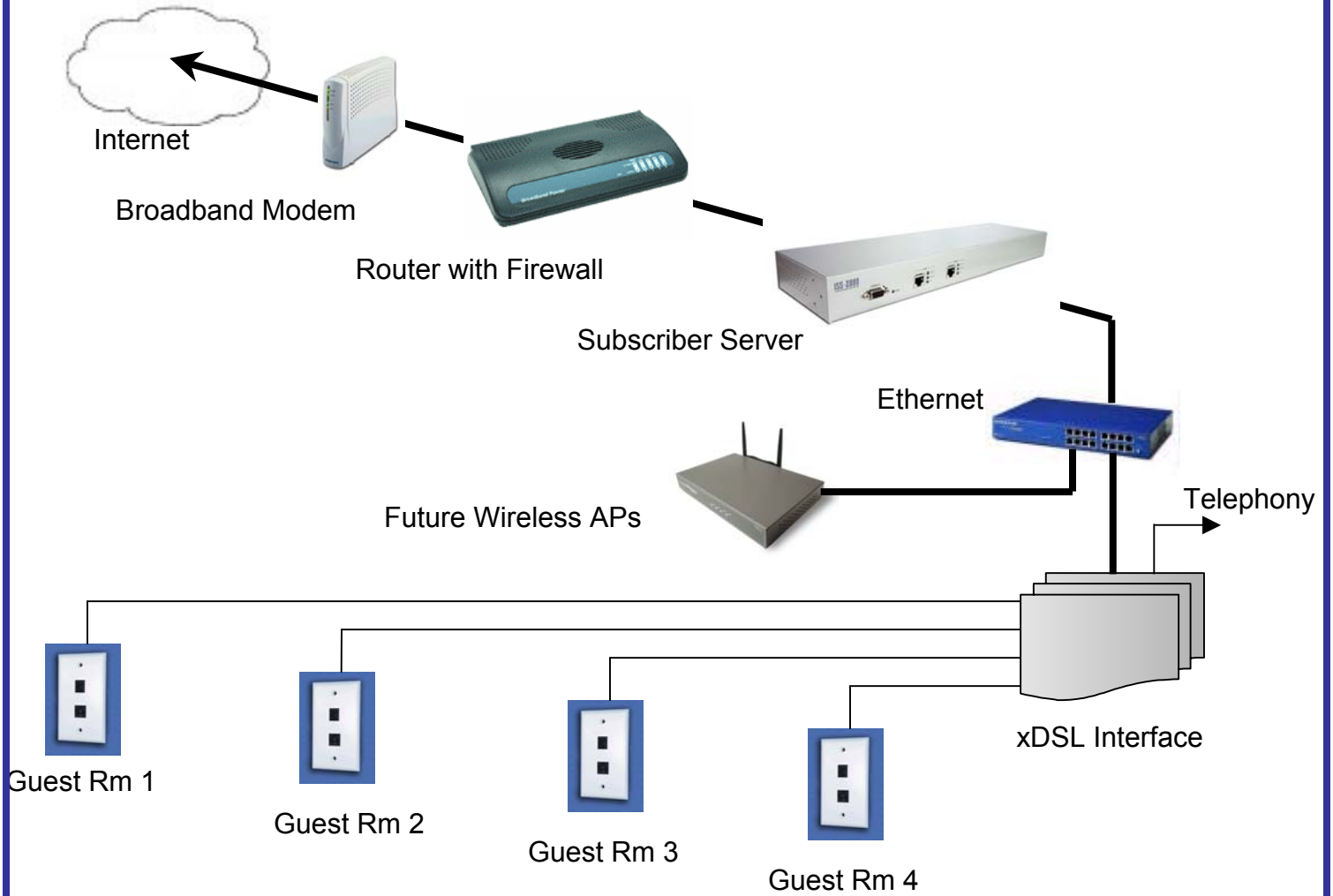
Mr. Doty has future expansion plans for Broadband service deployment at these and other Comfort Inn locations. SOHware's wireless networking solutions will provide enhanced connectivity options for hotel guests, and will easily fit into the existing network architecture already in place.



Wireless Coverage for Meeting Rooms

Initially, this will include the deployment of wireless access points to provide RF signal coverage of the lobby and meeting room facilities. Anyone connecting to the wireless network will have the same hassle free access to the Internet via the Subscriber Server device, regardless of their PC's settings.

The installation architecture that AEN Broadband uses looks as follows:



Deployment Solution

SOHware SPAN products utilized for the Comfort Inn project include:

- WLH200 Subscriber Server
- BRG800 Firewall Router
- WLA660 Wireless AP



* for wireless expansion