



# GIVING GUESTS RELIABLE, HIGH-SPEED WI-FI

HOW ENSURING ITS ENTIRE PREMISE HAS PERVASIVE WI-FI ACCESS SPELLS A WINNING MOVE FOR SUNWAY HOTEL IN CAMBODIA



## THE BACKGROUND

Sunway Hotel Phnom Penh is a deluxe 4-star property located within the heart of Cambodia's "green belt" capital, Phnom Penh. Opened in March 1998, it is designed for discerning travelers who seek international standards whether on business or leisure.

Just 20 minutes drive from Phnom Penh International Airport, the Hotel is set amidst the city's most exclusive addresses and in the famed avenue, and is surrounded by many famous Cambodian landmarks, government offices and embassies.

The Hotel offers a collection of 138 well-appointed suites, a health spa and gym, a fully-equipped Business Centre, meeting and banquet facilities, an art gallery and restaurants, bar and lounge.

Sunway Hotel's continued efforts to preserve and protect the environment is recognised and it has the distinction of being the only hotel in Phnom Penh to receive the ASEAN Green Hotel Recognition Award 2008.

## CUSTOMER PROFILE

### Company

- Sunway Hotel, Phnom Penh Cambodia

### Industry

- Hospitality

### Partner

- Kamprama Corporation

### Solution

- Motorola RFS6000 Switch
- Motorola AP650 Access Point



SUNWAY HOTEL  
PHNOM PENH



## **THE CHALLENGE**

### **Providing Wireless Connectivity In and Outdoors**

Sunway Hotel has a strong focus on ensuring that it caters to discerning travelers who seek international standards whether on business or leisure, and wanted to ensure that today's technology-savvy travelers can go online wherever they are at the hotel's premises. With the ever-spiralling growth in Internet access – hotel guests do not leave home without their laptops, smartphones and personal digital assistants which they use to access the Internet at their convenience everywhere.

Sunway Hotel already had a wireless network in place with 4 access points (APs) that covered the Meeting Room and Lobby area. The Hotel wanted to extend the wireless coverage, to better provide this business-critical service to its hotel guests both in public areas and from the comfort of their rooms.

**“Our aim was to choose a new system that would allow our guests to access the Internet faster and easier, with access virtually anywhere on Sunway’s premises, whether within the rooms or outdoors.”**

Mr Khuon Keo Kalyan (Yan), IT Manager,  
Sunway Hotel, Phnom Penh

“We decided to offer this, as it has become the deciding factor, for whether guests will patronise a hotel, and whether they will return to our facility.”

With the land area of the hotel being about 1,800m<sup>2</sup> (60m by 30m), Sunway wanted to ensure that a consistent wireless access experience throughout its premises.

To expand the wireless coverage, Sunway would need to deploy additional APs. However, if an unsuitable solution is put in place, it will be challenging to manage a large number of APs without a centralised controller, as a growth in the number of APs would increase the cost and complexity of managing the set up.

Sunway understood that the quality of the wireless service could impact the hotel's ability to obtain and retain guest preference, where a bad experience like interference from other devices and signal attenuation in a highly mobile environment can sorely degrade the guest's experience at the hotel.

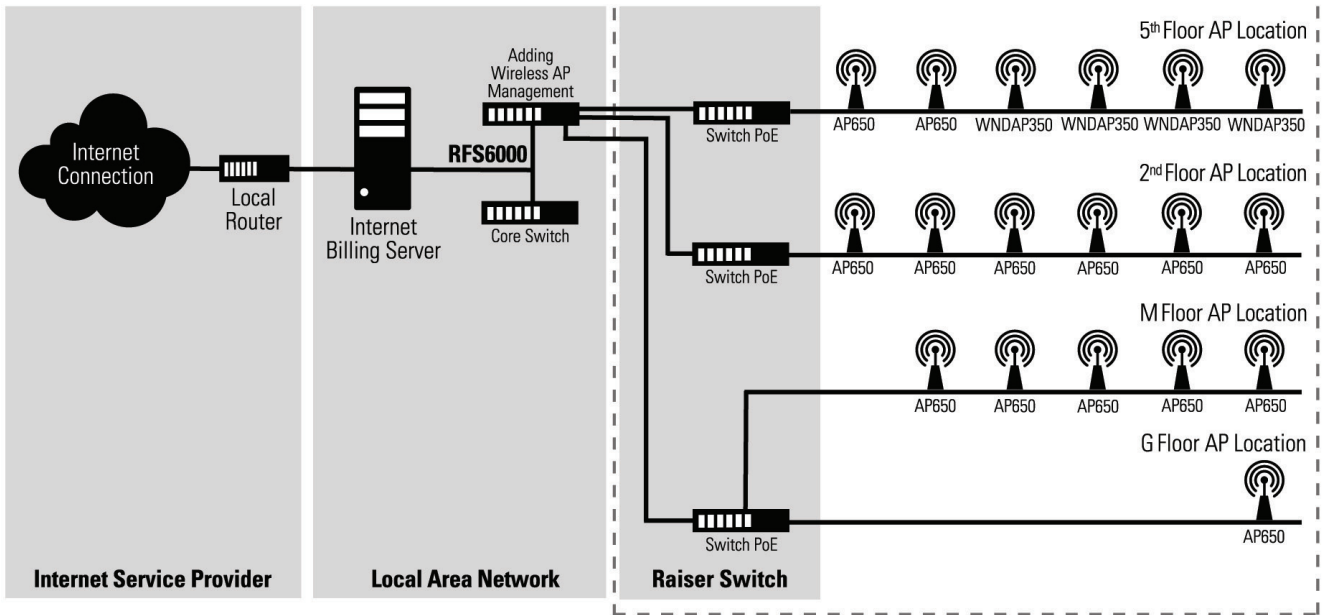
In addition, installation of access points (APs) can be disruptive to the hotel operations if the process is a complicated and lengthy one.



**EXISTING INTERNET CONNECTIONS**

**EXISTING LAN CONNECTIONS**

**PLANNED WIRELESS ACCESS POINT ADDITIONS**  
 Proposed devices that connect with an existing network



**MOTOROLA WIRELESS APs DIAGRAM PLANNING**

**THE SOLUTION**

**Fast and reliable wireless access in all rooms**

Sunway worked with Kamprama Corporation, a systems integrator, to evaluate and select the right product for hotel’s network environment. Based on an evaluation of the vendors and products available, the hotel management identified that the ideal wireless infrastructure needed to address usability, ease of management, and security.

Sunway was impressed by Motorola’s overall enterprise wireless end-to-end solution that is coupled with strong and stable products. The deciding factor was the fast support offered and cost-effective pricing.

“We decided on Motorola WLAN solution for Sunway because of its comprehensive wireless offering, and ease of management. There is a big advantage in Motorola’s end-to-end solution, and we could not find

another solution provider that could deliver such a complete Wi-Fi network infrastructure,” said Sunway’s Khuon.

The hotel management added the Motorola AP650 Access Points, Motorola RFS 6000 Switch (8-Ports default) + 8-Port upgrade licensed, as well as 3 PoE Switches, to its existing 4 Access Points.

The Motorola AP650 was chosen as it is a thin multi-purpose access point ideal for hospitality environments where installation needs to be quick and the access point slim and unobtrusive.

The installation took place at Sunway Hotel from the first floor through to the fifth floor. Kamprama provided the service installation and system integration, and took one day to install all the products.



**RFS6000**  
 Wireless LAN Switch/Controller



**AP650**  
 802.11n WLAN Access Point

## THE BENEFITS

### Ease of control with centralised network management

The addition of the Motorola Wireless Controller has helped to centralise and simplify real-time management and control of the entire Motorola hospitality WLAN portfolio. The controller has also ensured a high wireless access quality, as there is no overlapping of Wi-Fi Channels, and there is high-speed access.

“The Motorola RFS6000 is a powerful tool to manage all the access points and have many features that suit the hotel network environment,” said Mr Sokleap Bun, Pre-sales Director, Kamprama Corporation.

“The Motorola wireless network is very easy to manage. Whether it’s a firmware patch, or a security improvement, Motorola’s infrastructure will allow Sunway to very quickly make that change through the network.”

Sunway’s IT administrators have enjoyed the Motorola AP650’s ease of management. Designed to optimise network availability through its central and pre-emptive intelligence which dynamically senses weak or failing signals, the AP650 securely moves mobile users to alternate APs, and boosts signal power to ensure uninterrupted access.

The use of the Motorola AP650 has helped to lower the cost of deploying and operating a secure, reliable 802.11n wireless LAN (WLAN) on Sunway’s premises. The AP650 combines simultaneous WLAN access and sensing, providing 24x7 wireless security and enabling IT administrators to remotely troubleshoot network performance issues at any location.

One other major benefit of a Motorola wireless broadband network is the speed of installation, with IT personnel taking less than a minute to install each Access Point. The simplicity of installing the Motorola WLAN solutions meant that Sunway experienced no guest disruption, no complaints and now offers 100 per cent wireless access coverage indoors in all its guest rooms and outdoors.

**“Motorola’s additional advantage is that guests can access wireless Internet everywhere in the hotel area with the consistent signal strength and ease of connections to access points even when they move around inside the hotel.”**

Mr Sokleap Bun, Pre-sales Director  
Kamprama Corporation

“Guest satisfaction is vital, and there has been an increase in user satisfaction. Having Internet access at all times and everywhere has enhanced the hotel stay for many guests.”

### Moving Forward

Now that the wireless network has proven to be a success, Sunway is planning to work with Motorola to extend the network, and install four more units of AP650, as well as to add the Redundant Controller.

“With a Motorola infrastructure in place, we can tap into the Motorola expertise for future network expansion, to gain more benefits from the existing Wi-Fi infrastructure, as there are natural opportunities to explore and implement related Wi-Fi technology,” said Khuon.



For more information on Motorola’s solution please visit us on the web at [www.motorolasolutions.com](http://www.motorolasolutions.com)

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