

CATERING SOLUTION BACKGROUND

Wi-Fi is air . It's not an overstatement; it's reality. In an age of smartphones and tablets, guests expect a strong, stable wireless network as part of the experience. In fact, the ability to offer convenient connections makes a significant impact on customer satisfaction and reviews. TP-Link Business Wi-Fi Solutions allow catering establishments to build reliable, cost-effective wireless networks that drive progress and keep guests coming back for another stay.

REQUIREMENTS

Performance

Outstanding Wi-Fi performance in a highly dense client environment

Coverage

A consistent wireless connection in all areas of the premises

Authentication

Access authentication to control which clients can connect

Promotion

Advertisement and promotional content

Management

Simple management and low-cost maintenance

BENEFITS

Coverage

Seamless wireless coverage throughout the premises

Management

Free and easy centralized management, with no special training or additional costs required

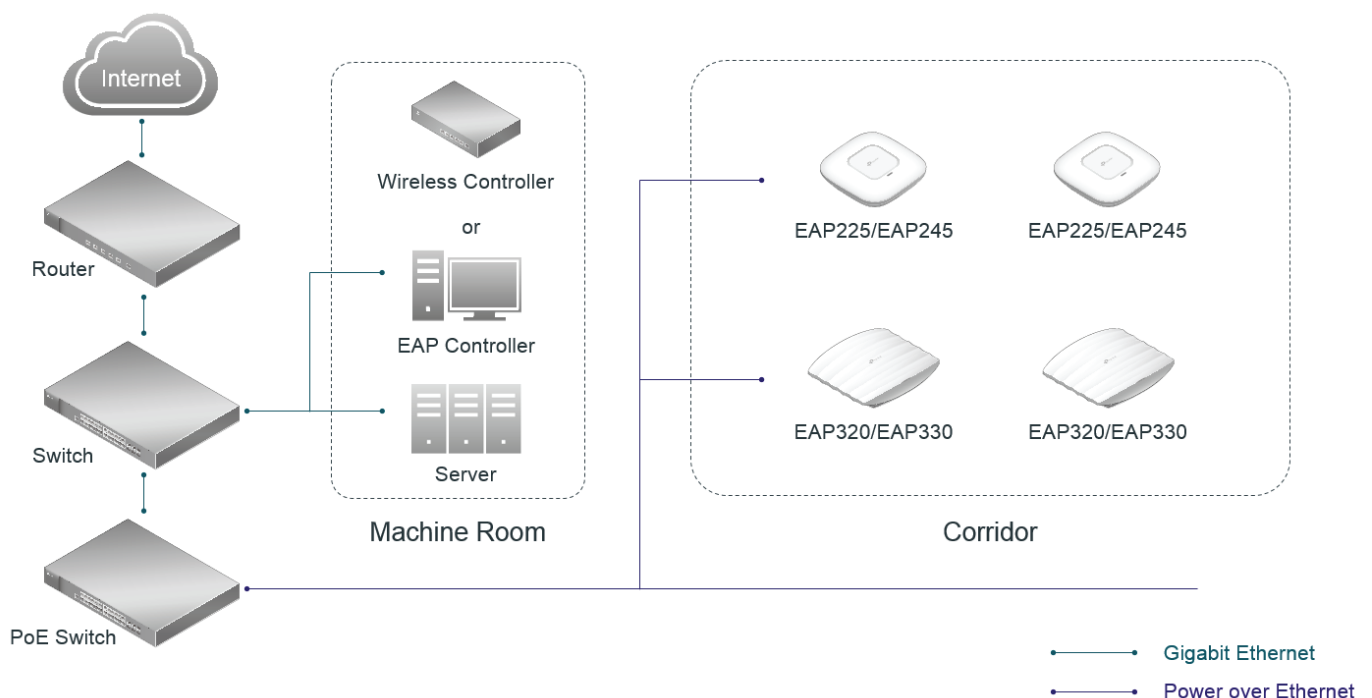
Authentication

Captive Portal provides direct exposure for your business

Deployment

PoE support provides total flexibility for fast, easy installation

TOPOLOGY



TP-LINK PROVIDES WIRELESS COVERAGE FOR FINE DINING CHINESE



Customer Profile

Customer Name: Tang Palace
 Capacity: 600 customers at the same time
 Industry: Restaurant
 Location: Jumeirah 1, Dubai, United Arab Emirates

BACKGROUND

Tang Palace Restaurant is authentic Chinese fine dining emphasizing on traditional Chinese décor and hospitality.

CHALLENGE

The availability of free Wi-Fi is one of the most important criteria for customers when picking a restaurant. As a fact, vast majority would not select a restaurant without free Wi-Fi.

To ensure smooth operation of the restaurant, it is equipped with POS (point of sale) systems, tablets, PCs and cameras. Likewise the systems and devices intend to be operating on wireless connection. Prior to the opening, the management had to select a wireless solution that will enable reliable connection for all zones of the restaurant. Due to the nature of the venue, the main challenge for the restaurants is the ability to control guest network traffic of large amount of users at a time.

SOLUTION

Tang Palace chose TP-Link EAP Solution over numerous

solutions offered by other vendors. A complete solution was provided with routers, switches and access points. Restaurant installed nine EAP 220 access points and one TL-ER6120 router to cover more than 600 square meters in five different areas. The dual band EAP 220 access point has the capacity to provide connections for large number of customers and to mitigate any interference that might be caused by neighboring devices. The access points are all connected to one gigabit SG2424P PoE switch, which is capable of providing easy power supply.

Reliable Wireless Performance

The integrated Qualcomm Atheros chipset allows the EAP220 to provide reliable wireless connections and expansive wireless coverage for guests and equipment in every part of the restaurant. Dual band support tremendously increases the capacity of user thus making it ideal for user-gathering places like restaurants. The high quality hardware, including four internal antennas, ensures a strong wireless signal in every corner of Tang Palace.

Captive Portal with vouchers - Ad as well as authentication

Powerful Guest Authentication functionality enables Tang Palace to customize the settings of its guest Wi-Fi network by designing a unique authentication page and establishing a voucher system to control access time for each customer. The management implemented a captive portal and created temporary sessions of 30 minutes per voucher.



BUSINESS RESULTS

Tang Palace owner, Antai Peng, were satisfied with the performance of newly implemented wireless network. Since September 2015 TP-LINK's EAP solution delivered reliable, high-performing wireless network and provided guests with a strong and consistent Wi-Fi signal. The centralized management platform allows administrators to control and monitor the entire network.

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TIM HORTONS CHOOSES INDUSTRY-LEADER TP-LINK FOR WIRELESS SERVICE DEPLOYMENTS



Customer Profile

Customer Name:

Tim Hortons

Capacity: 1000+
Industry: Hospitality
Location: Riyadh, KSA
Year of Project: 2017

BACKGROUND

Tim Hortons, part of Restaurant Brands International, is one of North America's largest restaurant chains operating in the quick service segment. Founded as a single location in Canada in 1964, Tim Hortons appeals to a broad range of consumer tastes, with a menu that includes premium coffee, hot and cold specialty drinks (including lattes, cappuccinos and espresso shots), specialty teas and fruit smoothies, fresh baked goods, grilled Panini and classic sandwiches, wraps, soups, prepared foods and other food products. Tim Hortons has more than 4,600 system wide restaurants located in Canada, the United States and around the world. In May 2013, Tim Hortons signed a new deal with Apparel FZCO to open 100 stores in Saudi Arabia over the next five years, on top of the 120 it is planning in the Gulf by 2016, as dropping demand in its home markets put increased emphasis on its growth overseas. With the deal, the restaurant chain marked its entry into the Saudi Arabia market and paved the way to open up to 120 locations in several Arab states, including Qatar, Kuwait, the UAE, Oman and Bahrain.

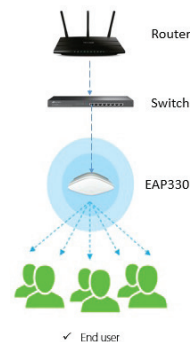
Today, Tim Hortons is a very famous restaurant chain and has more than 30 branches in the Saudi Arabia market, with thousands of people enjoying its broadest range of consumer tastes, with a menu that includes premium coffee every day.

CHALLENGE

For millions of customers enjoying Tim Hortons coffee has become a daily ritual and with the spread of the Internet, people want to have coffee at outlets where they can enjoy reliable Wi-Fi service. With that in mind, Tim Hortons in Saudi Arabia we wanted to create a place and experience in its stores to offer customers impeccable Wi-Fi connectivity and services every time they walk into one of its chain stores in the Kingdom. As a result, Tim Hortons was compelled to rollout TP-Link's EAP330 AC1900 wireless dual band gigabit ceiling mount access point in 15 branches across the country.

SOLUTION

During the first phase of rolling out the project, Tim Hortons deployed 15pcs of EAP330 for the first 15 branches. With TP-Link's EAP330 able to support up to 100 users, the company has installed EAP330 AC1900 wireless dual band gigabit ceiling mount access point in 15 branches. EAP330 is steady and good at captive portal authentication. The TP-Link implementation team recommended to Tim Horton its EAP series and performed an evaluation of the EAP 330 wireless access points. The primary goals for the restaurant chain was to gain throughput, create a more balanced, secure network and have a WLAN controller (EAP controller) which could be used to configure, manage and monitor all devices connected to its wireless networks at the 15 outlets.



As Tim Hortons has more than 50 branches all over KSA, they want to do central management for all these EAP330, TP-Link free software management can offer stability experience for their request.

BUSINESS RESULTS

The customers' Feedback or advice about the deployment, performance, benefits and management. Following the implementation of TP-Link's EAP 330 at its Riyadh Outlets, Tim Hortons says it is able to offer all its customers that come to enjoy a broad range of consumer tastes, with a menu that includes premium coffee, hot and cold specialty drinks (including lattes, cappuccinos and espresso shots), specialty teas and fruit smoothies, fresh baked goods, grilled Panini and classic sandwiches, wraps, soups, prepared foods and other food products superb and reliable Wi-Fi access and Internet connectivity. The restaurant chain will also deploy EAP330 in 15 Jeddah branches. The TP-Link EAP solution provides Tim Hortons with the technology, performance, flexibility, and cost-effectiveness needed to ensure customer experiences are enhances. The IT Manager said that TP-Link products meet their needs very well.