



Hotel Juliani Delivers a Premium Guest Experience with Maltese Mediterranean Charm and Exceptional Connectivity

“In the increasingly demanding environments of hotels, where the need for advanced functionalities continues to grow, Cambium’s solutions offer the best response.

With their cutting-edge technology and profound understanding of the evolving needs of the hotel market, Cambium provides the ideal solution to meet these complex requirements.”

ALBERTO PIRAS,
SALES REPRESENTATIVE,
WJ ENGLAND & SON LTD



Overview

IN TODAY’S DIGITAL AGE, guests have become increasingly tech-savvy and expect seamless digital interactions throughout their entire journey, from booking to check-out. By focusing on providing a superior digital guest experience, hospitality properties can enhance customer satisfaction, drive repeat business, and gain a competitive edge in the industry.

Recent statistics indicate that Wi-Fi still occupies the top spot on the list of requested services by customers. In line with this, Hotel Juliani has chosen to replace its existing network with the support of Ibis Group.

Guests staying at the Juliani Hotel can now enjoy a seamless and delightful online experience, with high-speed internet connectivity in the guest room, common spaces, restaurant, café, spa, pool and terrace area, and fitness center. For the Juliani hotel, upgrading Wi-Fi infrastructure has led to a significant decrease in support tickets. Enhanced connectivity, increased capacity, seamless roaming, improved network stability, advanced support tools, and enhanced guest satisfaction all contribute to this reduction. Also, enhancing the Wi-Fi networking has contributed to the security and streamlined nature of POS and other operational transactions by providing secure network segmentation, robust authentication and encryption, network monitoring and intrusion detection, remote monitoring, and management, as well as compliance with security standards.

The Challenge - The previous network technology fell short of delivering the expected high-speed and high-quality service, leading to an excessive number of technical support tickets

WORKING IN COLLABORATION with WJ England & Son Ltd, Cambium Networks’ distributor in Malta, Ibis Group successfully

“A key challenge encountered during the project involved navigating the abundance of radio frequency interferences in the area, particularly at the hotel’s front. Fortunately, this obstacle was effectively addressed with the utilization of Cambium Networks’ technology.”

- Chris DeBono, Director, Ibis Group

implemented the new network within a week. The solution was planned in a matter of days using Cambium Networks' Wi-Fi Designer tool. The project involved the deployment of 83 access points across various areas of the hotel, including 65 rooms, common spaces, restaurant, café, spa, pool and terrace area, fitness center, as well as office and service areas. In May 2021, prior to the latest network deployment, the Manager of Hotel Juliani would frequently open technical support tickets concerning complaints about the Wi-Fi. Guests often complained about an inconsistent signal and expressed dissatisfaction with the unstable and poor Wi-Fi connection. However, at present, the number of Wi-Fi complaints has significantly decreased. This improvement can be attributed to the hotel's carefully planned network infrastructure, which is tailored to meet the needs of both guests and staff members.

Hotel Juliani has a strong reputation for providing smart hotel services. Seamless connectivity plays a crucial role in daily operations as well as enhancing the overall customer experience and satisfaction.

The Solution

THE INTEGRATION OF Cambium Networks' Wi-Fi access points, managed remotely through a single pane of glass, ensures the new network provides optimal bandwidth for seamless browsing and streaming experiences. Moreover, the network is robust, reliable, and secure for payment transactions, shopping, reservations, check-out, and more.

Indoor Wi-Fi

- e425 wall plate indoor access point in the guest rooms for Wi-Fi and wired port access
- e410 enterprise indoor access point in meeting rooms and gathering areas for higher capacity and coverage

Outdoor Wi-Fi

- e501 outdoor access point on the terrace to provide seamless coverage

Network Management

- cnMaestro™ cloud-based software platform for secure, end-to-end network control



Wi-Fi wallplate access point is unobtrusive while providing plenty of bandwidth

The Results

THANKS TO THE EFFECTIVE IMPLEMENTATION of the upgraded wireless infrastructure, guests staying at the Juliani Hotel can now experience a smooth and pleasant stay, benefiting from fast and reliable internet access throughout the entire premises. As a direct outcome of the new network deployment, the IT staff has seen a significant decrease in the number of technical support tickets, almost reaching zero.



Hotel Juliani is nestled in the picturesque Spinola Bay, at the vibrant heart of St. Julian's in Malta. This boutique hotel, operated by a dedicated family, is housed in a newly renovated building, offering a blend of old-world charm and modern elegance. With a focus on providing exceptional personalized service, the hotel boasts cutting-edge connectivity powered by Cambium Networks technology.

ABOUT CAMBIUM NETWORKS

Cambium Networks enables service providers, enterprises, industrial organizations, and governments to deliver exceptional digital experiences and device connectivity with compelling economics. Our ONE Network platform simplifies management of Cambium Networks' wired and wireless broadband and network edge technologies. Our customers can focus more resources on managing their business rather than the network. We deliver connectivity that just works.

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