



# Customer Case Study

Grand Daddy Hotel

August 2015

## Challenge

The Grand Daddy is host to many international tourists with high expectations in terms of internet connectivity and coverage at the venue. WiFi is an expected norm internationally, and therefore the Grand Daddy needs to provide accordingly. There are 33 Rooms split over several floors, and roof top access that has AirStream Caravans which have been converted into guest "rooms".

The Grand Daddy had previously used another WiFi provider which did not have the full compliment of functionality that Mi-WiFi offers.

## Solution

AtomGate and Mi-WiFi addressed the needs of managing access to the internet by implementing a fully managed Guest Wireless Network. AtomGate project managed a full installation from a new Neotel Broadband fiber link to offer stable internet connectivity to the installation of network points for the Ubiquity Access Points, Switches and Dell SonicWALL firewall. This was coupled with the Mi-WiFi Software which made use of different Access Types, namely requested by the hotel:

1. Public/Free Access is enabled in the general areas of the Hotel for the guests in the Restaurant and Lobby.
2. Rooms Access is used which bases access on Checkin-Checkout date format, with data limitations per day.
3. Event Access is used in the Conference center and is date sensitive, as well as limited by data.

Mi-WiFi also provided for branding and marketing opportunities on the login pages which helps give guests information about the Hotel and area. The Facebook Feed on the post login page encourages guests to "Like" the hotel – and followers have increased due to more exposure.

Mi-WiFi is predominately a cloud-based solution which caters for distributed access. There is also on-premise solutions where required.

Guests are happy with the login process, and the Grand Daddy can rely on AtomGate for support when required.

Mi-WiFi offers a comprehensive capability for provisioning Token Access. It allows for Reciprocity across other branches of the African Secrets Group. There is one point of reference for managing all guest internet access and it doesn't require IT certification to use.

Added branding and marketing on the login pages allows for The Grand Daddy to partner with outside companies who can make use of the space.

"Mi-WiFi is brilliant."

Faiza Ibrahim : Front of house manager Faiza

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## Client Profile

Client Name : The Grand Daddy Hotel  
 Contact Name : Nick Paul  
 Contact Title : General Manager  
 Contact Email : gm@granddaddy.co.za  
 Web Address : www.granddaddy.co.za  
 Client Industry : Accommodation / Hospitality  
 Brief description : The hotel is located at the heart of bustling Long Street, in full view of Table Mountain, right on the doorstep of Cape Town's ultimate playground. This is where business and pleasure meet in breathtaking fashion.

## Technology

Technology used : Mi-WiFi  
 : Ubiquiti UniFi  
 : SonicWALL Firewalls



SonicWALL

## Benefits

Guests have branded, managed login options on a safe secure network. Staff are also safe as the guest and office networks are kept separate.



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