

ProCloud Wi-Fi

Worry-Free, Fully Managed Wi-Fi



Mobility Challenges Turn into Opportunities

The era of mobility has transformed businesses of all sizes. Hotels and resorts are dealing with hyper connected travelers that need and expect high performance Wi-Fi Internet access. All this is driving increased investments to build out the wireless network in hotels and resorts. However, as hotels rush to expand their wireless networks they face key challenges:

- **Multiple Devices:** Tourists and business users carry on average three Wi-Fi enabled devices and they want them all connected to the Internet simultaneously. With so many devices any issues with the network will quickly lead to a service call.
- **Need for Reliable, Always-on Service:** Delivering a great guest experience requires a reliable, always-on wireless network. The network must be designed to perform optimally and must be monitored pro-actively to quickly resolve any connectivity issues.
- **Limited Technical Resources:** The complexity of installing and maintaining a business-class Wi-Fi network requires dedicated IT staff or network managers, and this can quickly become expensive.
- **Answering and resolving customer connectivity issues:** As the need for connectivity transitions from a, “nice to have” to a, “must,” any issue will lead to a service call. Is your staff equipped to deal with such a high volume of calls and the technical nature of the issues?

Your guests’ need for high-quality Wi-Fi is an ideal opportunity to exceed their expectations, grow revenue and get an edge on competition. ADTRAN’s ProCloud Wi-Fi solution can help.

ProCloud Wi-Fi

ADTRAN® ProCloudSM Wi-Fi offers a cloud-hosted and fully managed, business-class Wi-Fi service, built on Bluesocket® virtual Wireless LAN (vWLAN). With 24x7 proactive monitoring, a 99.99% uptime guarantee, included equipment replacement options, and monthly management reports, ADTRAN’s ProCloud Wi-Fi ensures a “worry-free” wireless experience for guests and staff.

ProCloud Wi-Fi service is cloud-hosted and scalable, allowing you to start with one property and expand across multiple properties located anywhere in the world. And, ADTRAN provides turn-key ProServices that include design, implementation and support services to reduce IT burdens.



Benefits of ProCloud Wi-Fi

- **Deploy a “worry-free” Wi-Fi** with guaranteed 99.99% uptime, improving the guest experience
- **Gain additional revenues by** offering tiered Wi-Fi access
- **Reduce upfront CAPEX and ongoing OPEX** with a fully managed Wi-Fi solution
- **Offload IT burdens** with ADTRAN’s ProServices that include network design, implementation, support and even Help Desk
- **Reduce business risk and avoid vendor lock-ins** with the freedom to migrate to in-house management anytime



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ProCloud Wi-Fi Key Benefits

Affordable Business-class Wi-Fi

With ProCloud Wi-Fi, hotels and property management groups have access to an affordable business-class Wi-Fi that includes:

- The award-winning, cloud-based Bluesocket vWLAN and Bluesocket Access Points
- Hosting and management supported by ADTRAN's infrastructure and resources

Worry-Free Managed Service

ProCloud Wi-Fi offers a "worry-free", fully managed Wi-Fi service which includes:

- Proactive 7x24 monitoring and priority technical issue resolution
- Next business day or 4-hour hardware replacement options
- Moves/adds/changes support and monthly management reports
- Optional services including network planning and installation

Guaranteed Uptime

ProCloud Wi-Fi managed services ensure you have an always-on wireless network with:

- High-availability (HA), redundant datacenter infrastructure
- Guaranteed 99.99% uptime

Unmatched Security

The Bluesocket vWLAN solution has been built from the ground up to ensure highest levels of security with:

- Intelligent APs with built-in firewalls that detect and turn-away malicious attacks at the edge
- Role-based access and segmentation of guest and staff traffic to ensure secure computing environment
- Encrypted tunnels between APs and cloud-controller to ensure highest levels of security

Reporting

ProCloud Wi-Fi managed services provide detailed management reports to offer insight into system health:

- 24x7 network monitoring to proactively identify potential issues and optimize performance
- Monthly performance reports to monitor system health

Freedom to Migrate

With ProCloud Wi-Fi and Bluesocket, customers have the freedom to migrate between deployment models

- Migrate to in-house hosting and management anytime, enabling business continuity
- Choice of management options (hardware or virtual) with lifetime AP license
- ADTRAN technical resources will assist for a smooth migration

ProCare Help Desk

ADTRAN also offers ProCare Help Desk to provide quick and efficient resolution of guest Wi-Fi connectivity issues. ProCare Help Desk is a 24x7 service (optional service for vWLAN or ProCloud Wi-Fi) that offers a single point-of-contact for guest Wi-Fi issues and can support a single property or multiple properties across different locations. Now you can offload your IT staff's burdens to focus on business-critical initiatives.

Wired Infrastructure

As you plan or update your wireless LAN strategy, don't forget the need to have a robust wired infrastructure. ADTRAN has a portfolio of business-class Gigabit switches and high-performance routers that complement our vWLAN solution. With ADTRAN you have a complete networking solution that's carrier-class and offers the best value in the industry.

Exceed guest expectations and grow your revenue with ProCloud Wi-Fi.

Learn more at:

www.adtran.com/hospitality