



Arinda Internet
www.arinda.com.au
1300 882 780

Case Study

Bounce Hotel



Wireless hotspots and Internet Kiosks

Bounce Hotel
28 Chalmers Street
Sydney NSW 2010



This 5 star hostel in Sydney needed a 5 star internet system, and Arinda delivered with a combination of wireless hotspots and internet kiosks

Business profile

Bounce Hotel near Central Station in Sydney provides up-market accommodation for budget travellers. Fresh, new & modern, Bounce Hotel offers full air-conditioning in every room, 3 lounge areas, a roof top terrace garden and the safest and secure key card system including lockers for every guest.



Situation

Before opening, Bounce management recognized that backpackers are one of the highest users of any hotel internet system, and thus they needed a reliable solution to match their emphasis on quality.

Bounce is a new hotel in a renovated building, and luckily they had the foresight to contact Arinda before the building renovations or fit-out commenced, so that they could ensure that the correct cabling and other infrastructure was installed to ensure they would obtain 100% wireless internet coverage.

Being an older building, it is constructed mostly from solid concrete and brick, and thus posed some challenges for installing a wireless internet system which normally works best in wide open spaces. Arinda's technicians analysed building floor plans and schematics to come up with the best installation points to ensure adequate coverage. Arinda also supplied Bounce with a test hotspot unit that they could use to conduct signal testing on-site during the construction and fit-out.

Solution

Arinda worked with Bounce's IT contractor's to tailor a solution to deliver complete wireless coverage through-out the entire building, plus to offer internet kiosks and printing through select locations on different floors of the building.

The internet kiosks

Arinda supplied 10 Surf Easy all-in-one user terminals. The hardware of choice was the Dell Vostro 320s all-in-one PC, that combines the PC with a 19" LCD monitor into one stylish and robust unit that can be easily wall mounted.

Along with the internet kiosks, Arinda supplied a couple of network laser printers, which were installed at various points around the building, so that internet kiosk users could print documents, resumes, flight and travel itineraries, or even just web pages and emails.



The wireless internet system

Arinda supplied 10 Surf Easy Indoor Wireless Hotspots, which were installed in various cupboards and ceiling cavities on each floor. Arinda supplied specialised Wi-Fi antennas that could be mounted through the ceiling plaster for a more streamlined and professional installation. These bell-shaped antennas are cosmetically appealing, and also provide targeted signal transmission to the areas that most need the signal coverage.

All of the wireless hotspots were cabled back using standard CAT5e network cable, and the units themselves were powered over the Ethernet cable (PoE) back to a central point, so that they could all easily be rebooted from one location if required.



The connection and billing process

Bounce offers a limited amount of free access to every guest as part of their stay. Guests can then also purchase additional time for as little as \$3 per hour. Access can be purchased at reception for cash, or automatically online using their credit card.

Bounce has full control over their pricing, and can set their own download and time limits for each user as they prefer.



Reception and Office PCs

Arinda also supplied 3 of the Dell all-in-one units with wireless keyboard and mice for the reception and back office areas.



One of the key advantages of the wireless internet service at Bounce is the 100% coverage around the entire hotel. This allows guests to roam around the building with their laptop or iPhone/iPad. So they can surf the net on the roof, in their room, in the TV rooms and lounges, kitchen, dining hall or reception area.

By adding the internet kiosks they also cater for guests who do not have a laptop, or for guests who need to print out documents or web pages. The need for printing is incredibly high amongst travelers, particularly backpackers, as they often need to print travel confirmations, bookings, and tickets, or even resumes while they look for short term work.

The internet kiosks are also popular because many travelers now prefer to simply take their iPhone or iPad with them on holidays, rather than their bulky laptop. So these users still need an internet kiosk for anything that requires a decent size screen, normal keyboard, or other software applications that are not available on a mobile device.

Bounce also has full control over their pricing, and can choose to give away free access as part of their room fees, while also allowing guests to buy additional time beyond the free amount.