Customer Brief: Denlea Company

Overview

The Denlea Company is a property ownership group, owning hotel properties throughout the Pacific Northwest, and based in Grandview, WA.

Application

The Denlea Company needed to provide comprehensive, fast, and reliable guest Wi-Fi access, authentication, and bandwidth control, for a large volume of guest traffic at a number of its hotel properties. The key goals were to choose a product that would make it easy for all guests to access the Internet with a minimum of support, and to use a product that was compatible with the existing Wi-Fi infrastructure. They also wanted to have cloud based reports on all the access from all of its hotels.

Solution

The Denlea Company researched all of the industry's available gateway options, and chose the NC-3610 gateway from VP Networks. They felt it would provide them with the best and least costly solution to manage access of all guest devices, especially mobile devices and the large number of Apple devices used by their guests.

In addition the NC-3600 has Dynamic Bandwidth Management to ensure the available bandwidth is allocated efficiently in real time. Bandwidth is managed using a Quality of Service (QoS) algorithm, limiting each user based on the
overall available, the number of users, and what the users are demanding. Without effective bandwidth management, large guest networks would collapse.

The NC-3610 also has sophisticated and detailed User Reports to keep track of every user session, bandwidth being used, total bandwidth daily, weekly, and monthly. This information can be stored in a cloud based Report Portal.

About a month after installing several gateways at several different properties, Denlea asked VP Networks to map out a process to reduce calls from Apple users. VP Networks experts identified the simple steps necessary for Apple users to access the Internet seamlessly, using special features within the gateway to do. After another month, the number of support calls from Apple users had been reduced to zero!

**Testimonials**

“The VP Networks NC-3610 gateway meets all of our needs for guests to easily get on-line, and efficiently and automatically manages bandwidth so all users can have access to the Internet even at the most busy times. Bandwidth is metered automatically as needed”, says Joshua Mott, IT Manager of The Denlea Company. In addition, “VP Networks helped us map out a login process for Apple users to reduce their support calls to zero!” says Joshua. “We are very pleased with the gateway and the support we have received”.

For more information about VP Networks’ products and solutions contact: sales@valuepointnet.com or (415) 979-0600 option 1.