NOC

Network Operation Center

hotelinking

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What is NOC?

At **Hotelinking**, we have launched a new service aimed at the setup and maintenance of the WiFi network for hotels and chains called **NOC (Network Operation Center).**

Its main goal is to offer a quality connection. As a result of our experience in the sector, by integrating our services with the WiFi network in **more than +1k hotels**, we want to offer a quality service for the maintenance of the network.

At **Hotelinking**, it is a must to stay up to date with news on equipment, manufacturers, components, updates... and that's why we deemed it appropriate to offer this new service that many of our customers have demanded from us.

This service is complemented by the [WiFiBot](#) tool that allows us to monitor in real-time the status of the network to prevent possible incidents.

LOADING...

Problems

When there's a problem with a Hotel's Wi-Fi system, the hotel **usually responds reactively meaning** only following a guest complaint.

The Wi-Fi is very slow. **Our Wi-Fi network is obsolete** and no longer able to offer the quality guests want when connecting with their various devices.

Our Wi-Fi doesn't work the same in all areas of the hotel which gives a bad image to guests.

When talking about Wi-Fi service maintenance, some companies offer the service but offer only basic solutions or just **don't have network maintenance** which leads to extra expenditure in the event of a failure.

A properly working hotel Wi-Fi system is essential nowadays as guests view it as a basic need for their holidays. Any **malfunctioning can lead to a number of complaints** and a loss of perceived brand quality.

Benefits of a proper maintenance service

The Internet connection service

e is one of the most heavily weighed variables when choosing accommodation. A quality Wi-Fi service **enhances a hotel's rating on reputation pages.**
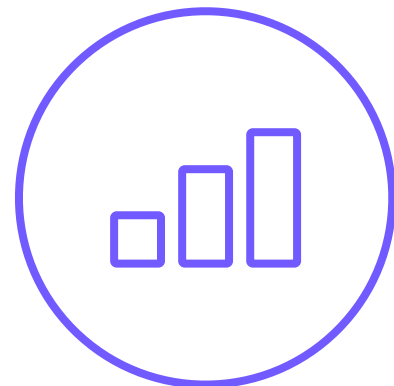
It considerably reduces

the number of incidents that occur at the hotel because such a service can predict possible functioning errors or network saturation in advance.
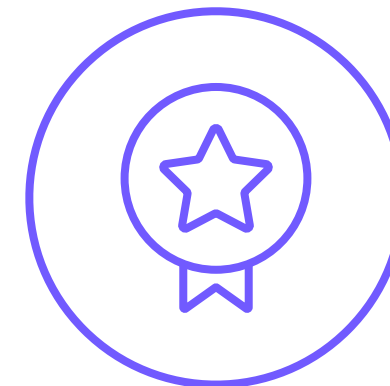
A quality Wi-Fi network

boosts internal hotel consumption. If the connection is good, guests will stay at your establishment longer which will lead to higher consumption.

You will ensure complete Wi-Fi

coverage throughout the Hotel. The user experience will be positive anywhere.

It boosts your brand

and guest loyalty. When the service received is of good quality and the experience is positive, guests will more likely come back and recommend you.

Turn your hotel into a reference

for work meeting and events. Guaranteeing quality service will lead to new business opportunities.

Services included

Auditing

The first step to guaranteeing proper network functioning is **conducting a preliminary audit** to find out which adjustments need to be made or which network elements are needed to offer good quality. The current status of the wifi network will be analysed based on the performance, capacity and coverage.

The entire system will be checked by our experts; this includes the physical status as well as the configuration of all network components (routers, switches, access points, firewalls, servers…).

Once the audit has been completed, we'll explain **what is needed to guarantee optimal Wi-Fi network functioning** and we'll optimize the network if necessary and if such service is contracted.
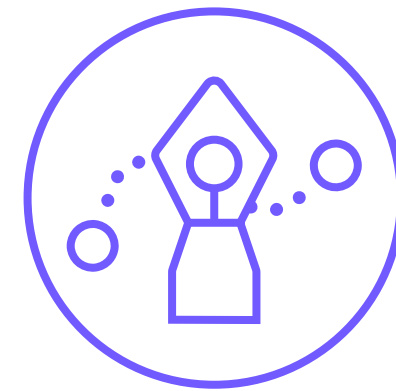
Engineering and set up

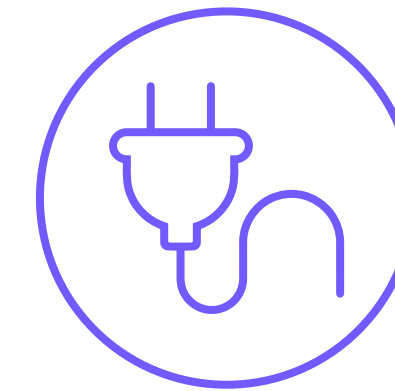We lead your wifi project, whether you already have one set up or not.

We analyse

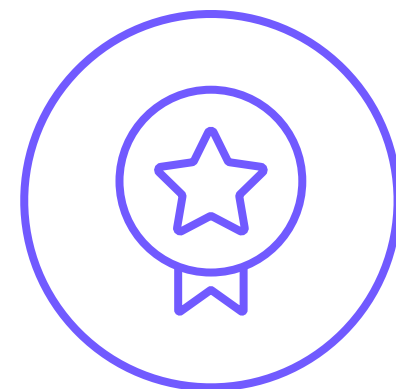the hotel's needs and requirements. What do they have? What do they want?

We design

the solution that best suits them and decide the type of wiring, equipment and settings.
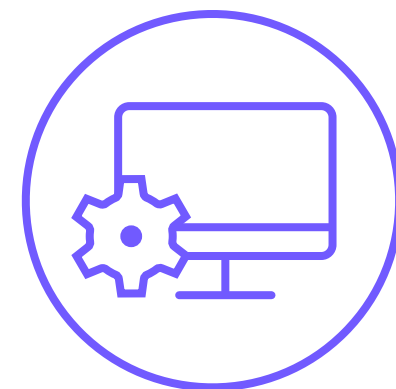
We certify

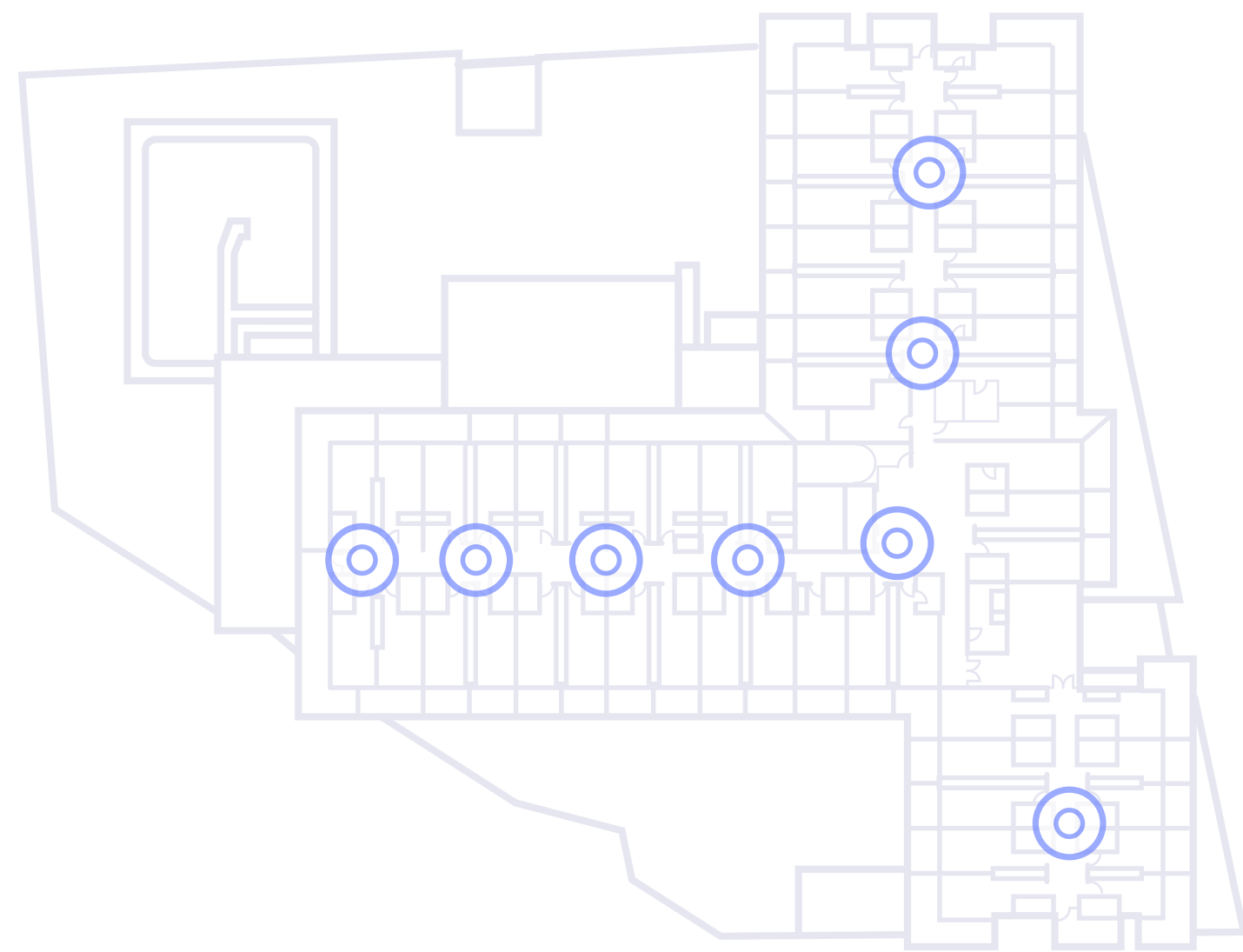the set up on the spot and validate that thesolution works properly.

We install

the wiring and set the equipment up.

We configure

all equipment and services.

Management

From **Hotelinking's NOC**, we manage our own networks and we are also able to take on the control of previously set up networks, identifying potential failures and areas of improvement.
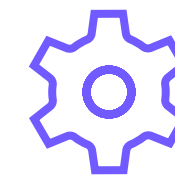
We can also manage and improve the hotel's corporate network.

Features:

Maintain network design and current configuration information:

- Current network status.
- Topology records.
- What's installed. .
- Where it's installed.
- How it's connected.

Operational network control:

- Start/stop individual components.
- Modify device configurations.
- Load and set up configuration versions.
- Hardware/software updates.
- Settings backup copies.

Security:

- Access control and methods.
- Application of patches communicated by manufacturers.
- Threat detection.

Technical team

The Hotelinking technical staff has extensive experience in the telecommunications sector.

Our team of engineers is certified by **Cisco, Mikrotik** and **Ubiquiti Networks**, including the special certification **Train the Trainer by Mikrotik**.

And it has plenty of experience installing Wi-Fi networks in large infrastructures such as airports, hotel complexes... and handling rollouts for major events.

Our professionals have the necessary skills to **plan, implement and supervise wireless networks** for internal and external services.

Success story

The hotel chain **BLUESEA Hotels** stands out among our success stories.

Following an **exhaustive analysis**, the conclusion was that its Wi-Fi infrastructure had to be completely reformed to make it a reference for the chain as far as guest opinion.

Thus, a Wi-Fi Excellence service was created in connection with the other services offered by Hotelinking.

To do so, the existing Wi-Fi system was updated with new network equipment, by creating the necessary access points and with structured wiring. And all of it was done with the right design for each establishment's needs.

Thanks to **Hotelinking**, the Internet output quality was improved through a project completed in collaboration with Vodafone.

BLUESEA Hotels currently offers its customers one of the best Wi-Fi systems in the sector with 1G of output.

BLUESEA
HOTELS THAT MAKE YOU SMILE

WiFiBot

To complement the WiFi network set up and maintenance service we offer with NOC, we have a novel solution that focuses on **network health monitoring.**

This solution, WiFiBot, can **solve guest connection problems automatically and without staff intervention** using IoT (Internet Of Things) technology.

At the same time, **it proactively monitors any network-connected items** for performance issues and **continuously evaluates components** to maintain and optimise their availability to avoid downtime or network failures.

- It guarantees **full WiFi coverage** throughout the hotel so that the user experience is always positive anywhere.

- **It significantly reduces the number of incidents** by anticipating possible network operation or saturation errors in advance.

- It makes work easier for staff, who can **focus on providing optimal guest service**, without worrying about such incidents.

Find all the information about WiFiBot in this document.
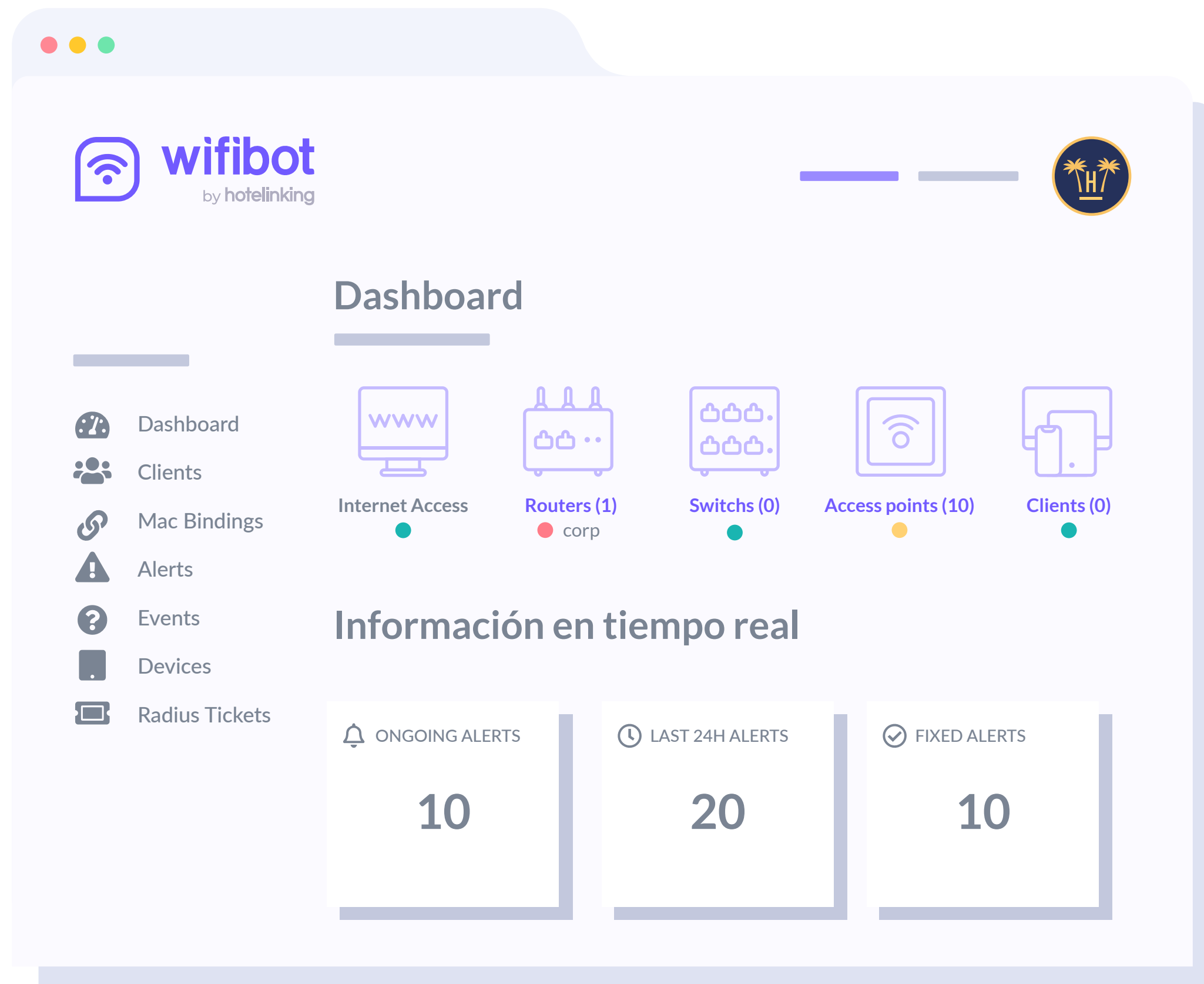
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CONTACTLESS TECH TO CONNECT WITH YOUR GUESTS

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