

# Customer Success Story

## Customer Overview

Holiday Inn is an American-British-Brazilian multinational brand of hotels, part of the British InterContinental Hotels Group (IHG) and is based in Rio. Originally a U.S. motel chain, today it is one of the world's largest hotel chains, with 434,357 bedrooms in 3,414 hotels globally hosting over 100 million guest nights each year.

Holiday Inn Singapore Atrium is Nestled in the heart of the metropolis located within steps to the city's top attractions including Sentosa, Adventure Cove, Universal Studios (USS), Gardens by the Bay, Orchard Road shopping haven and Central Business District (CBD).

Source: [www.ihg.com](http://www.ihg.com)



## Challenges

Every hotel aims to provide the best facilities and services to its guest to stay ahead and differentiate itself from the competition. Internet service has become one of the most basic needs for hotel guests and in order to offer the best hospitality possible, every hotel needs a good and fast internet connection.

Holiday Inn needed an easy way to control the access of its guest while offering a stable, good speed internet connection without increasing its cost and track users usage to comply with local security laws.

**“ Achieving a stable and fast network while controlling the network connections was of the challenges that Holiday Inn Singapore wanted to overcome. ”**

## Solution

By deploying SANGFOR IAM - Internet Access Management System, Holiday Inn Singapore Atrium was able to optimize its bandwidth by controlling & limiting unwanted connections as well as bandwidth consuming applications to guarantee a satisfying experience for its guests. Thanks to the IAM reporting tools, it also helped IT administrators improve the management of the network.

Holiday Inn Singapore Atrium is now able to provide fast and secure internet connection access to its guest while having a total overview and control over its network.

**SANGFOR IAM can improve internet connection speed and customer satisfaction by establishing a secure, stable and convenient network.**

## Executive Summary

Customer: Holiday Inn (Singapore Atrium)

Organization Size: 10,001+ employees

Industry: Hospitality

Location: Singapore

## Challenges

- Congested Internet Access (too many users)
- Block or restrict access to prohibited websites
- Bandwidth management
- Excessive P2P download

## Sangfor Solutions

- IAM - Internet Access Management

