Customer Success Story

Westin Hotels & Resorts

Customer Overview

Westin Hotels & Resorts is an upscale hotel chain owned by Starwood Hotels & Resorts Worldwide.

More than 200 hotels and resorts worldwide are defined by modern design, instinctive service and a rejuvenating atmosphere.

The Westin Kuala Lumpur Hotel is a 5 star hotel located on the pulsating streets of Jalan Bukit Bintang. Its ideal location puts Kuala Lumpur's best shopping, entertainment and local attractions, which also includes Pavilion, KL Tower and the Petronas Twin Towers that are just minutes away. The Westin Kuala Lumpur offers plenty of opportunities for healthy diversions and pure relaxation.

Challenges

The Westin Hotel Kuala Lumpur was facing difficulties controlling the network activities of some of their guests, most of them using P2P applications to download and stream online video which occupy a large part of the network bandwidth. This reduced the internet access speed, which resulted in slow connection and led to low customer satisfaction. Traffic congested mostly during peak hour from 18:00 to 09:00 when guests came back to the hotel.

It is important to note that so many simultaneous connections, including P2P's, were making the Solution IP system crash (used for billing purpose). Guests could not pass the authentication of Solution IP to surf internet and were often complaining because the internet was down or too slow. Business travellers were also complaining about slow access to their HQ server using SSL VPN or 3rd party clients.

Previously, they were also not using any devices that could audit & control the traffic based on the applications and limit it per user's sessions. It was difficult to understand the usage of the network bandwidth and get detailed report analysis of the traffic.

Sangfor Solution

By deploying SANGFOR IAM in multi-bridge mode, the Westin Hotel is now able to easily monitor two different networks: Staff and Guest zone. This gave the Westin Hotel the possibility to reasonably allocate the bandwidth and enhance employees work productivity sand guests usage experience by limiting P2P download, online streaming media & applications. This guarantee enough bandwidth for surfing on the web, sending emails and using business tools such as SSL VPN without being slowed down.

Executive Summary

- Customer: Westin Hotels & Resorts

- Industry: Hospitality

- Location: Malaysia

- Organization Size: 5001-10,000 employees

- Website: http://www.thewestinkualalumpur.com

Challenges

- Congested Internet Access (too many users)

- Bandwidth management (no visibility or control)

- Excessive P2P download and online video streaming

- Stability of the Solution IP system

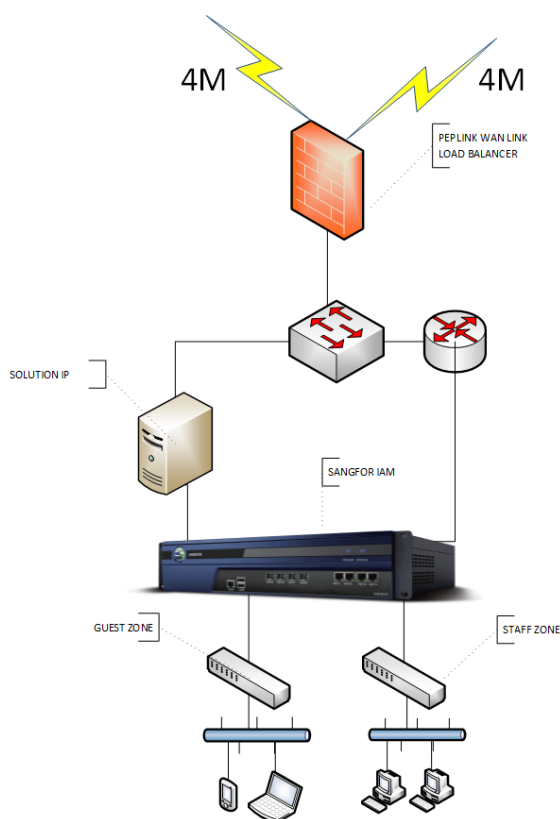## Solution

Sangfor IAM (Internet Access Management) Solution

Access Control

Performance Optimization

Visibility Reports

Control applications, websites, etc.

DataReport

Critical Traffic
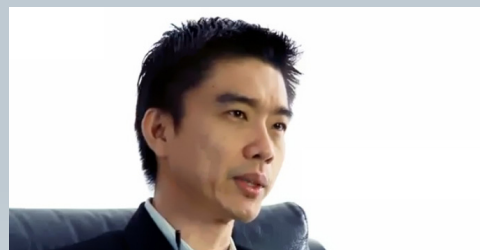
Surfing~Work Related
P2P download,

IAM

Sangfor Solution

The IAM is able to set bandwidth allocation policy according to time and user group so that when guests come back to the hotel at night, they can use the staff's unused bandwidth to have faster access to internet.

Also thanks to the detailed reporting tools available with Sangfor IAM, the Westin Hotel knows what is happening in the network, how much bandiwdth is used, how it is used, by who and for what purpose. This give them a total control over their network.

4M   4M

PEPLINK WAN LINK
LOAD BALANCER

SOLUTION IP

SANGFOR IAM

GUEST ZONE

STAFF ZONE

Hotel Customers in Malaysia

TRADERS HOTELS

CONCORDE HOTEL
KUALA LUMPUR

Sheraton
HOTELS & RESORTS

SWISS-GARDEN INTERNATIONAL
HOTELS, RESORTS & INNS

PARKROYAL
KUALA LUMPUR

Interview with Westin Hotel Kuala Lumpur's IT Manager

Chee - Westin IT Manager

"Throughout these years there is a rapid change in the internet world, as we feel that the current internet bandwidth in the company is no longer able to keep with the increasing demand."

"By using its comprehensive reporting tools, we are now able to define a set of internet bandwidth control policy that really suits our current company environment."

"We are able to set a maximum bandwidth for each online user and this is important to avoid any misuse of internet. At the same time, we can also limit the internet bandwidth for certain non-essential applications such as P2P or online streaming".

"We are now able to prioritize the bandwidth and allocate more on business sound applications such as email messaging, secure website access, online video conferencing."

The flexibility of bandwidth Internet management policy within SANGFOR IAM has enabled us to manage the internet bandwidth the ways we always wanted to.

SANGFOR Technologies

Leading vendor of Web Security, WAN Optimization and Internet Access Management System in the Asia-Pacific Region.

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