

## Micron Taps Nomadix to Provide Seamless Internet Access in British Hotel



### ABOUT TILLINGTON HALL

Tillington Hall is a 91-bedroom hotel located in the county of Staffordshire, England, just north of Birmingham. It provides affordable, quality facilities for a diverse range of guests, from families to business travelers.

### CHALLENGE

A hotel fully occupied with families can put a great strain on a guest Internet network, as each family member will often possess a smart phone, tablet and possibly a laptop. This translates to up to 12 devices per room for a family of four. Tillington Hall needed a solution that would help ease the demands being placed on their network.

### SOLUTION

Tillington Hall turned to Micron Communications, provider of specialized voice and data solutions in the United Kingdom, to provide blanket wireless Internet access throughout the hotel. Micron designed its solution with a Nomadix AG 2400 access gateway, a network of Cisco wireless access points and its own radius portal to ensure a network that was fast, reliable and secure. The solution was also designed to offer ultimate control to Micron's support engineers should they need to access the network remotely either during or after office hours.

**RESULTS****Improved Guest Satisfaction**

Prior to implementing the solution, the process by which guests accessed the Internet was clumsy — authentication only supported one device and there was no ability to support mobile Web pages. Bandwidth control was limited to enforcing the same rules for every device connected. Guests became frustrated. With the new solution, guests were afforded multiple device logins, mobile Web pages and a tiered bandwidth program that provided varying bandwidth offerings — all of which served to improve guest satisfaction.

**Decrease in Downtime**

Thanks to the solid performance of the high-quality Nomadix gateway, Tillington Hall reported a decrease in the amount of network downtime, with a 30-percent reduction in the number of incidents and a mere four hours of downtime since the solution was implemented.

**Cost Savings**

The ability for Micron's support engineers to access the network and diagnose faults remotely resulted in a 60-percent increase in the speed with which incidents were resolved. This led to great cost savings for the hotel.



“Internet resilience is crucial when you have large numbers of people accessing one network. Any failure whatsoever can create huge problems for the hoteliers, so downtime is not an option. We needed a solution that would enable us to provide reliable Internet service for guests of Tillington Hall, and Nomadix’s AG 2400 gateway played an integral role.”

– Ben Marks

TECHNICAL MANAGER AT MICRON COMMUNICATIONS

**ABOUT  
NOMADIX**

Nomadix offers gateways for seamless wired and wireless connectivity solutions across public access networks and enterprises. Powered by patented technology, Nomadix enables revenue generation and customization in a number of business models. With Nomadix, public access network providers are able to deploy cost-effective, secure and easy-to-use network services. Nomadix is a wholly owned subsidiary company of DOCOMO interTouch.

For more information, visit [www.nomadix.com](http://www.nomadix.com).