Hotel Il San Pietro di Positano

Case Study

Meet the client

Located in the emblematic Positano, **Il San Pietro is a 5-star luxury hotel,** considered among Italy's best location and services. Carved into the rock, it features a private beach, a fitness and wellness center, an outdoor swimming pool, a tennis court, a Michelin-starred restaurant - the Zass - two bars, and different types of boat trips and private yachts.

The rooms are about 25 square meters in size and furnished with every comfort, including LCD TV with satellite channels. Each room has its unique decoration, accompanied by panoramic terraces and sea views. The hotel offers WiFI connectivity throughout the installations.

Current Network Infrastructure

The existing network infrastructure consists of 60 Open Mesh A42 devices. Furthermore, 10 Ubiquiti Unifi devices, particularly the AC MESH - AC Lite - AC PRO models, have been added to provide coverage to some uncovered areas, like the wellness area and the beach club.

Previously, the Hotel network management was controlled by an external. Now, the IT team at Il San Pietro looks after the WiFi network's implementation and management.

"The choice of Open Mesh was inherited from the previous management team. There were both technical and commercial constraints that didn't allow us freedom of use."
Gianmario De Angelis, IT Manager, Hotel Il San Pietro.

The challenges of a full network stack, with one vendor

Open Mesh hardware currently works with the Cloudtrax software. However, Open Mesh was acquired by Datto, a technology solutions provider, in late 2016. Unfortunately, the Datto company officially declared that Open Mesh devices would reach the end of life date in December 2021. For the Hotel Il San Pietro, this was terrible news as for many other Open Mesh users.

The current network infrastructure was, however, blocked on four main points and did not allow to proceed with the growth of the infrastructure:

1. **A network with a set of different access points managed through multiple systems.** The hotel didn't have a scalable purchasing scheme over the years, both in terms of technologies or device replacement in case of damage.
2. **Low scalability because of the different systems.** Even though the systems work in the same way, they are not interoperable.
3. A set of platforms unable to manage the entire network infrastructure.
4. A vertically-integrated network management platform that locks-in customers.

Besides the blocking challenges, the external supplier managing and assisting the hotel network infrastructure was unaware of its end-users real needs. Network Maintenance works were mainly carried out in winter, during low peak season. Therefore the bandwidth and services available didn't always meet the end-users actual needs in high peak season. This created a gap between supply and demand.

On the other hand, the hotel didn't have a full overview of the networks; apart from visualizing connected users or consulting specific data consumption, everything was managed by external suppliers, both in terms of configuration and maintenance.

Giving a second life to an existing Open Mesh network

The Tanaza platform, thanks to its vendor-agnostic approach, allows users to control and manage networks with multi-brand access points from a single dashboard.

Il San Pietro hotel's need was essentially to "**change without changing**" and adopt a solution that would allow them to reuse the existing devices. **Thanks to Tanaza, The Hotel Il San Pietro managed to give their current Open Mesh devices a second life.** Now, the IT team can continue to make the most out of their existing infrastructure without dismantling the entire network and without incurring extra CapEx.

What's more, the Tanaza solution integrates with the Classic Hotspot management system, allowing customers to manage captive portals and splash pages to grant guests access to the WiFi. This feature was quintessential for the hotel to deliver the connectivity methods their customers already knew. In this way, the hotel could continue to offer connectivity without interruptions.

The Approach

With the end of the Open Mesh technology support, the Hotel needed to find an alternative for the network infrastructure in terms of costs and management interoperability.

For an Open Mesh customer like the Hotel Il San Pietro, there were only two alternatives to choose from: either to migrate to Datto's system with huge expenses not foreseen at the beginning, or to tear down all the existing infrastructure, replace it entirely with new brand devices, and deploy the network from scratch.

However, the IT team found a third alternative, a solution compatible with the access points deployed on-premises and another set of access point brands.

"If we hadn't chosen Tanaza to manage the Open Mesh and Ubiquiti devices, the Hotel would have had to dismantle all the existing infrastructure and implement Ubiquiti controllers to use Unifi switches and access points, but without the possibility of scaling." **Gianmario De Angelis, IT Manager, Hotel Il San Pietro.**

Hotel Il San Pietro

Manages their entire Open Mesh network with Tanaza

Hotel Il San Pietro's favorite features from Tanaza:

1. **Classic Hotspot integration** allowing the hotel to create different WiFi Guest access methods based on user type**.** Some collaborators work around the premises and therefore need to have access to resources with a direct connection to reach the offices easily. Instead, for the hotel guests, there is a need to isolate the access to specific content, networks, and resources reserved for the hotel staff.

2. Another key feature for the hotel was **Notification Alerts,** in case of network malfunction, to intervene in real-time and solve any issue within the network or access points configuration.

3. Furthermore, Il San Pietro's IT team **implemented a local VoIP communication** system for all employees to avoid using SIM and offload data on mobile. The Tanaza platform is equipped with Fast Roaming and allows users to enable 802.11k/r/v roaming protocols. Roaming lets client devices move quickly, ensuring that they don't have to re-authenticate each time when they move from one access point to another. Thanks to this feature, connected users at the hotel can move inside and outside the premises without any potential line drops and communication interruptions reduced to a minimum.
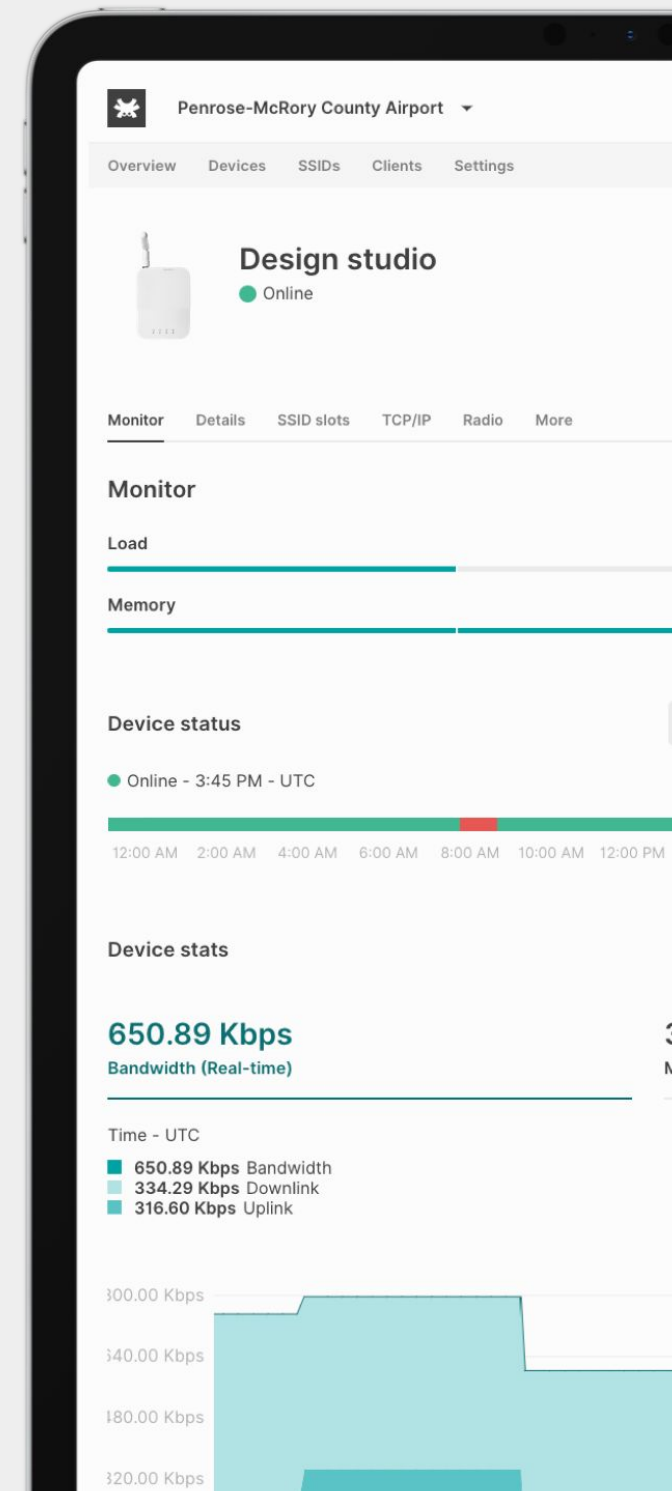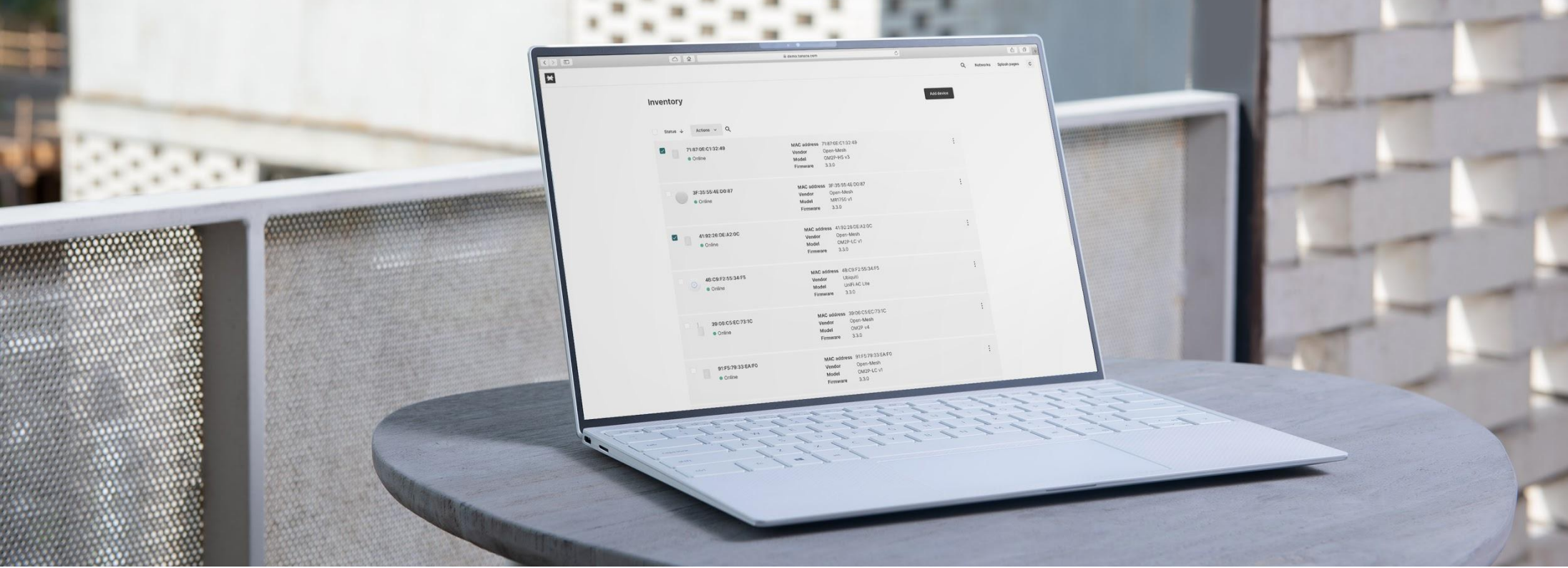
A smart alternative for cloud-based network management compatible with Open Mesh hardware

Tanaza is a 'Plug & Play' solution that empowers IT professionals to manage all WiFi networks' access points remotely. The platform allows installing, configuring, and monitoring hundreds of access points from the cloud through an intuitive web interface accessible from computers, tablets, and smartphones. Tanaza has multi-vendor compatibility with well-known brands, such as Open Mesh, Ubiquiti, MikroTik, LigoWave, TP-link, Comfast, Amer Networks, and Tanaza Powered Devices.

For Open Mesh users, Tanaza is the smartest alternative to give a second chance to existing networks and migrate to a solution compatible with the most popular Open Mesh devices on the market. Tanaza also offers the possibility to develop compatibility on-demand for medium and large deployments. Furthermore, it allows users to scale existing networks when needed, managing all the devices from a single dashboard.

Tanaza
The WiFi cloud management platform

Tanaza offers multiple functions and features that allow to significantly reduce the configuration and installation times of even complex WiFi networks.

Centralized configuration

Tanaza increases efficiency, enabling users to configure, manage, and monitor from one single platform multiple WiFi organizations and networks, access points, SSIDs, and clients.

Remote monitoring

Monitor WiFi networks and control access points remotely. Tanaza enables users to monitor the WiFi network's performance indicators thanks to real-time statistics, both at the WiFi network and access point level.

Multi Tenancy

Tanaza offers multi-tenant and role-based administration capabilities to monitor and manage multiple organizations and WiFi networks.

Zero-touch provisioning

Remotely configure networking devices and send them pre-configured to the customer's premises for installation. Provision and manage devices efficiently.

With Tanaza, you can:

- Avoid going on-site. No hardware controllers are required.
- Easily migrate from CloudTrax/Datto to Tanaza, thanks to the auto-provisioning system and cloud configuration.
- Save on unexpected costs by extending the life of Open Mesh devices.
- Make the most of the upgrade functions and add new hardware to the infrastructure, as Tanaza works with multiple hardware vendors.
- Access a wide variety of educational materials and online troubleshooting support.
- Use the splash page editor to customize the splash pages.
- Have a constant update of the operating system to provide turnkey solutions, vulnerability patches, security, and stability.

"Tanaza has been a great support for us, greatly speeding up the timing in resolving any possible issues. A win-win solution for everyone involved. I speak mainly from the guest experience point of view, and I admit that the customers were delighted.

Our IT team was also satisfied, managing everything with considerable ease compared to before. The previous difficulties were solved by looking "out of the box," with a winning solution." **Andrea Zana, General Manager, Hotel Il San Pietro di Positano.**

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