radiant 3

High Speed Internet Access Technology

Bespoke solutions

**Installation, Maintenance and Support**

from acentic

Individual guests are increasingly using laptops, tablets and mobiles at the same time and this device proliferation increases loading on existing, often outdated networks, presenting significant problems for the hotelier.

Today's guest expects to be able to get online, quickly, easily and reliably. More than 70% of guests ask about the ability of the hotel to deliver online access and many choose not to stay at a hotel unable to provide it. Furthermore, complaints about internet connectivity are now at the very top of the list of issues raised by guests.

Acentic have been providing hospitality solutions for more than 30 years and we understand the issues that hoteliers face. From the world's leading hospitality brands, to independent hotels and chains, we are relied on by thousands of hoteliers and millions of guests and, when it comes to HSIA, we have the answer.

Radiant 3. From Acentic.
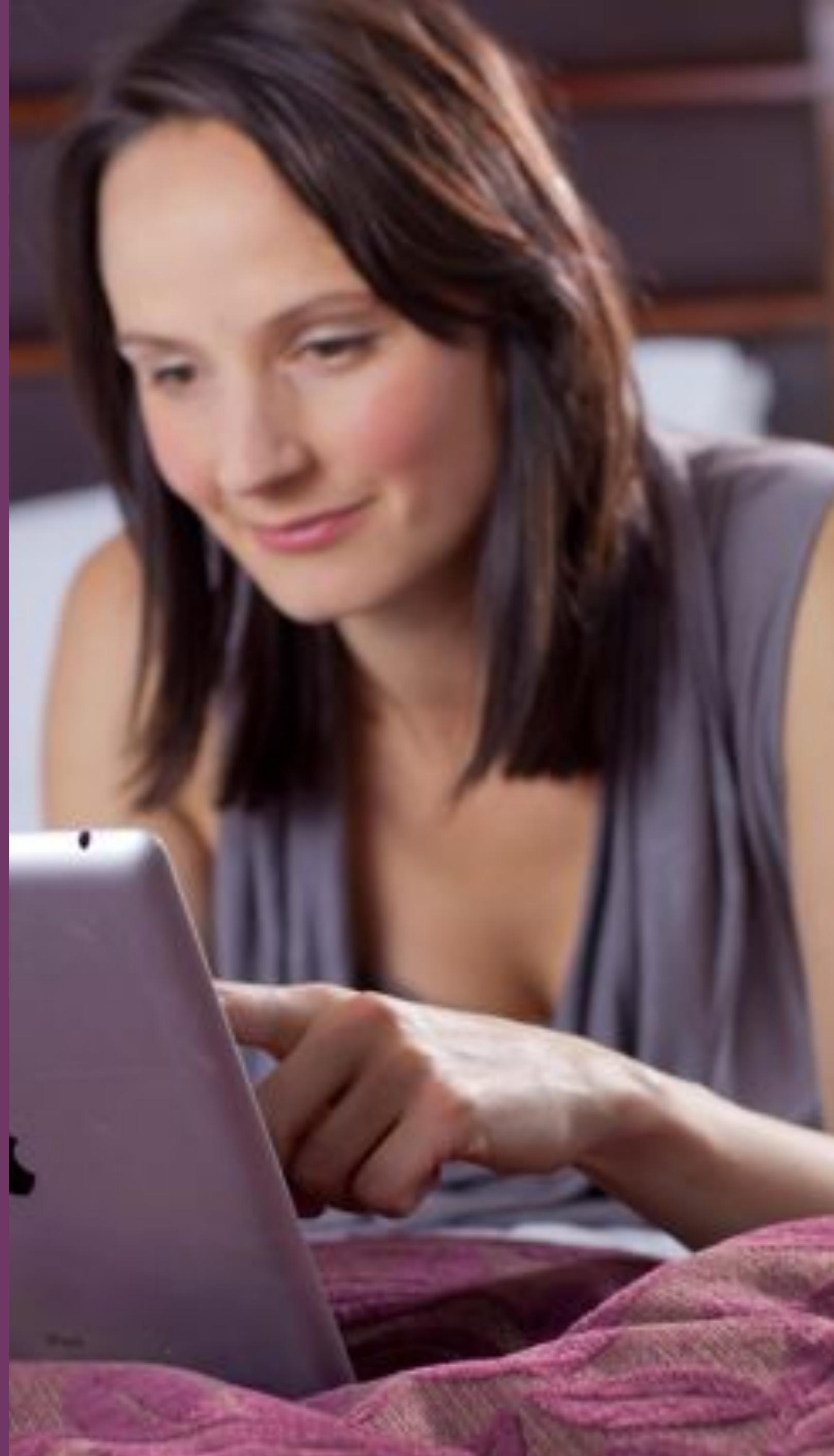
Connected Guests are Happy Guests

radiant 3

from acentic

As a hospitality provider, your water, gas and electricity utilities are critical... but now there is a fourth utility that you absolutely need to operate your business... High Speed Internet Access (HSIA).

Radiant 3 provides outstanding HSIA connectivity, delivering the performance that the hotelier needs and, more importantly, that guests, conference delegates and visitors now demand.

Whether you need to upgrade an already installed infrastructure or you are looking for a complete, end-to-end installation, Radiant 3 delivers the solution.

Radiant 3 Premium is an end-to-end installation deploying approved equipment, including access points and switches from technology partners including Motorola, Ruckus, Juniper and Cisco.
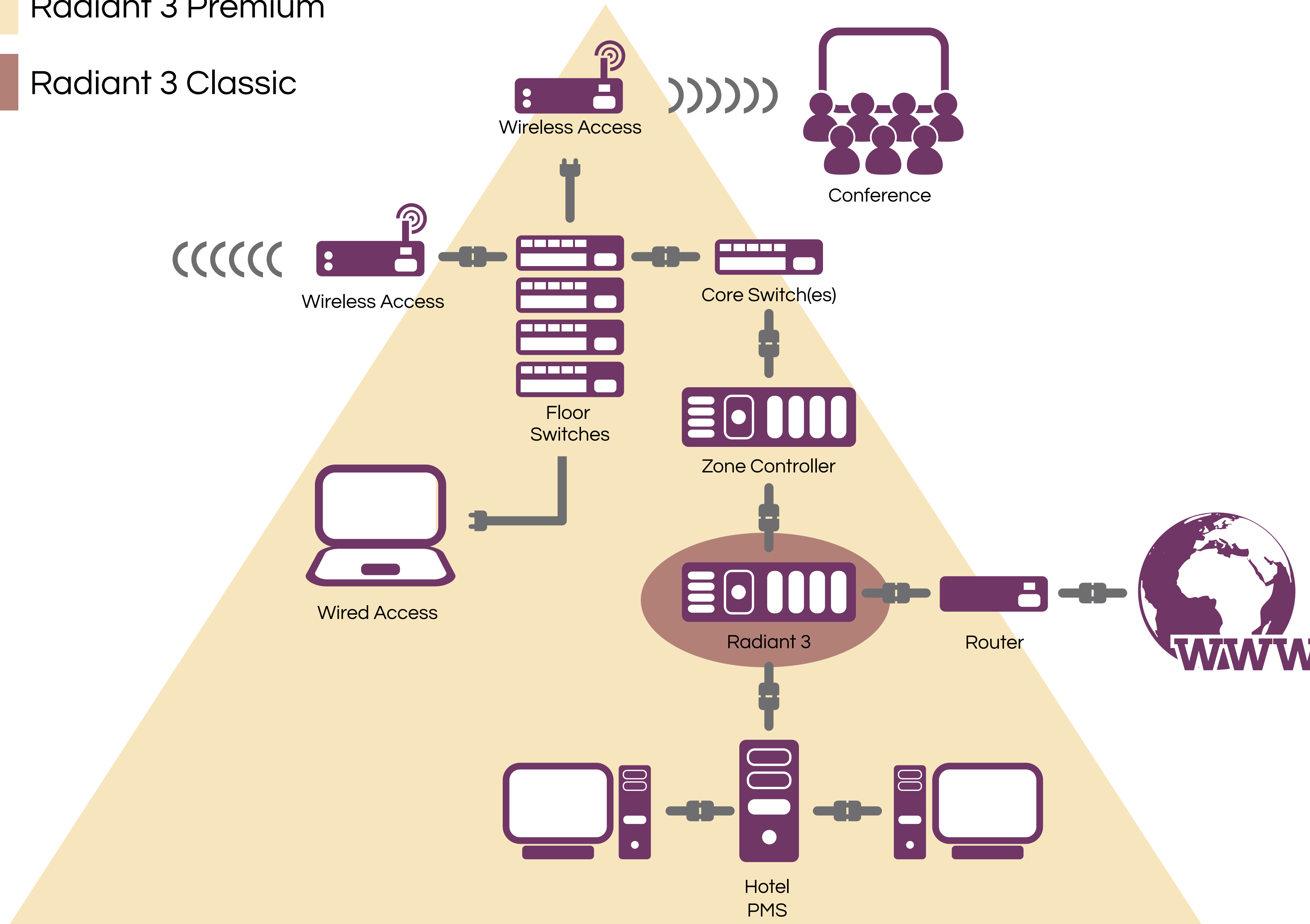
Where hoteliers are looking to utilise existing or legacy equipment and infrastructure, but still want Radiant 3 management, control and support functionality, **Radiant 3 Classic** provides the perfect solution.

The 4th Hospitality Utility

MOTOROLA **Ruckus** WIRELESS **JUNIPER** NETWORKS **CISCO**

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Radiant 3 Premium

radiant 3 PREMIUM

1. Bespoke to hotel design
2. Full infrastructure installation
3. Cabling as required
4. Full Radiant 3 reporting suite
5. PMS integration
6. Branded user interface

Radiant 3 Classic

radiant 3 CLASSIC

1. Low cost installation
2. Integration with incumbent systems and equipment*
3. System reporting
4. PMS integration
5. Branded user interface

*subject to site survey

Diagram labels

Wireless Access

Conference

Wireless Access

Core Switch(es)

Floor Switches

Zone Controller

Wired Access

Radiant 3

Router

WWW

Hotel PMS

Radiant 3 Platform

The Acentic Radiant 3 platform is totally scaleable and has been successfully installed throughout major hotel chains, boutique hotels and small independents. Radiant 3 provides a cost effective system with high levels of user satisfaction.

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from acentic

Getting Your Guests and Visitors Online

Radiant 3 offers you the ability to deliver both wired and wireless connectivity to guests both in-room and in all of your public areas.

Conference Management

Conferences and groups are a key revenue stream for any hotel. Radiant 3 Premium and Classic allow you to carefully, but most importantly, profitably, manage your conference and delegate access.

PMS Integration

The PMS sits at the centre of many of the hotel's operational functions. Radiant 3 Premium and Classic can be integrated into your PMS allowing you to see billing information and other system usage data at an individual guest level.

Flexible User Interface

Radiant 3 Premium and Classic user interfaces will be tailored to your brand. And with the ability to incorporate third party or affiliate messages into the user interface, Radiant 3 offers the hotelier further incremental revenue opportunities.
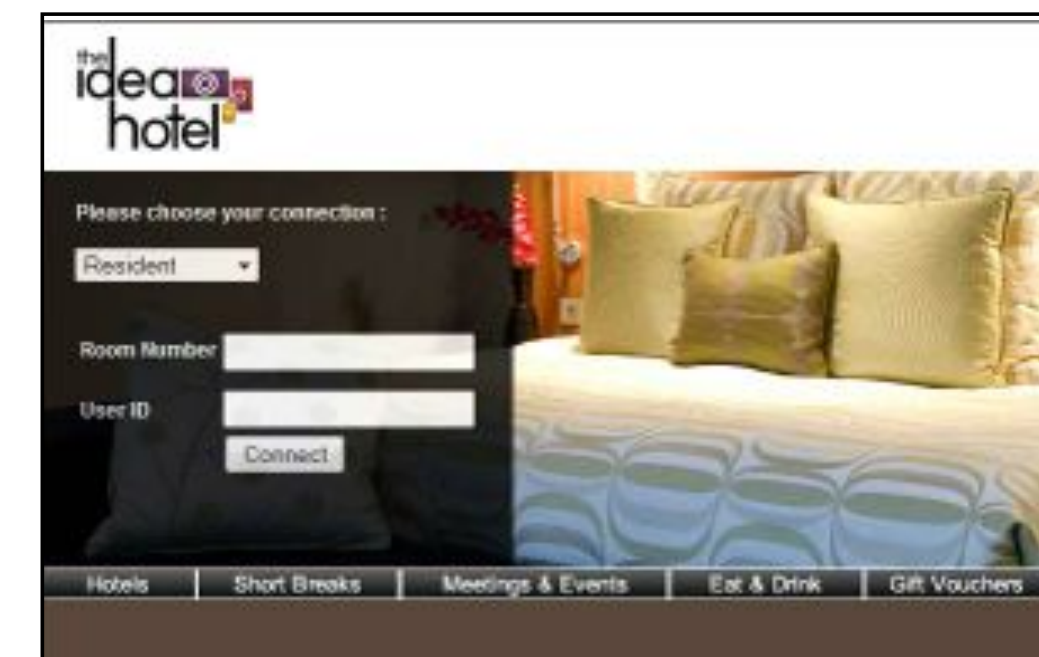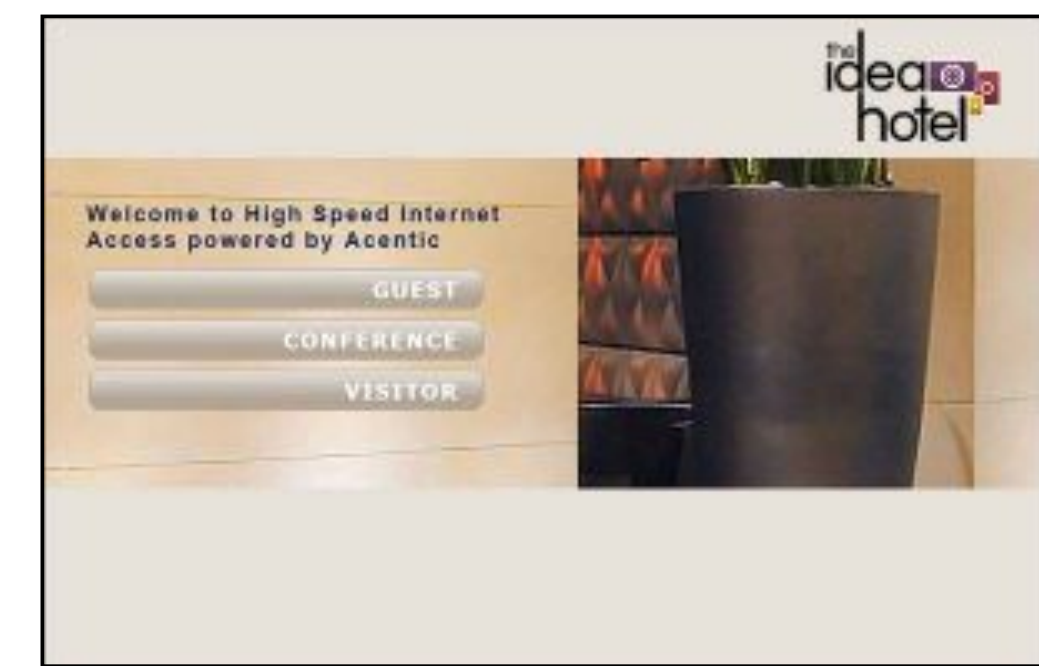
With The Hotel. For The Hotel.

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from acentic

Radiant 3 Premium and Classic offer the hotelier a comprehensive, but easy to use, tool suite for charging and reporting.

Charging Options include:

- Free-To-Guest

- Tiered Charging

- VIP Charging

- Bundling with other in-room services

Reporting: Anything and everything that you need to know about the usage and performance of the system is captured, logged and reported on. This includes;

- Revenue generated

- Billing and usage reports for today, yesterday, last seven days, the current month, previous month

- Active and inactive wired connections

- Conference area connections

Reporting & Charging

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The Challenge

Not so long ago, no more than a handful of guests each night would connect a laptop to the hotel's HSIA service but now, almost every guest demands Internet access; not just for a single laptop but often for two, and, frequently more devices...

Guests now travel with devices such as games consoles and controllers, which need to be able to communicate with each other to function properly. For example, a PS Vita can connect to a PS3 or PS4 over a network to provide additional in-game features; an Apple iPad can stream video to an Apple TV player; a smart phone can stream video from network-attached storage.

Room Island

radiant 3

But, and this is where there has always been a problem, none of these scenarios is generally possible in hotels as, more often than not, the hotels HSIA network actively blocks communication between devices.

Why ? Simple... The assumption is that all the devices connected to the HSIA network are unrelated; therefore any attempt to communicate between devices must be at best, unwanted or at worse, malicious.

The HSIA provider cannot simply disable these barriers as a guest must be confident that another guest's laptop is unable to pass on viruses or malware or that another guest cannot browse and access any files that may be inadvertently shared by a laptop belonging to another guest.
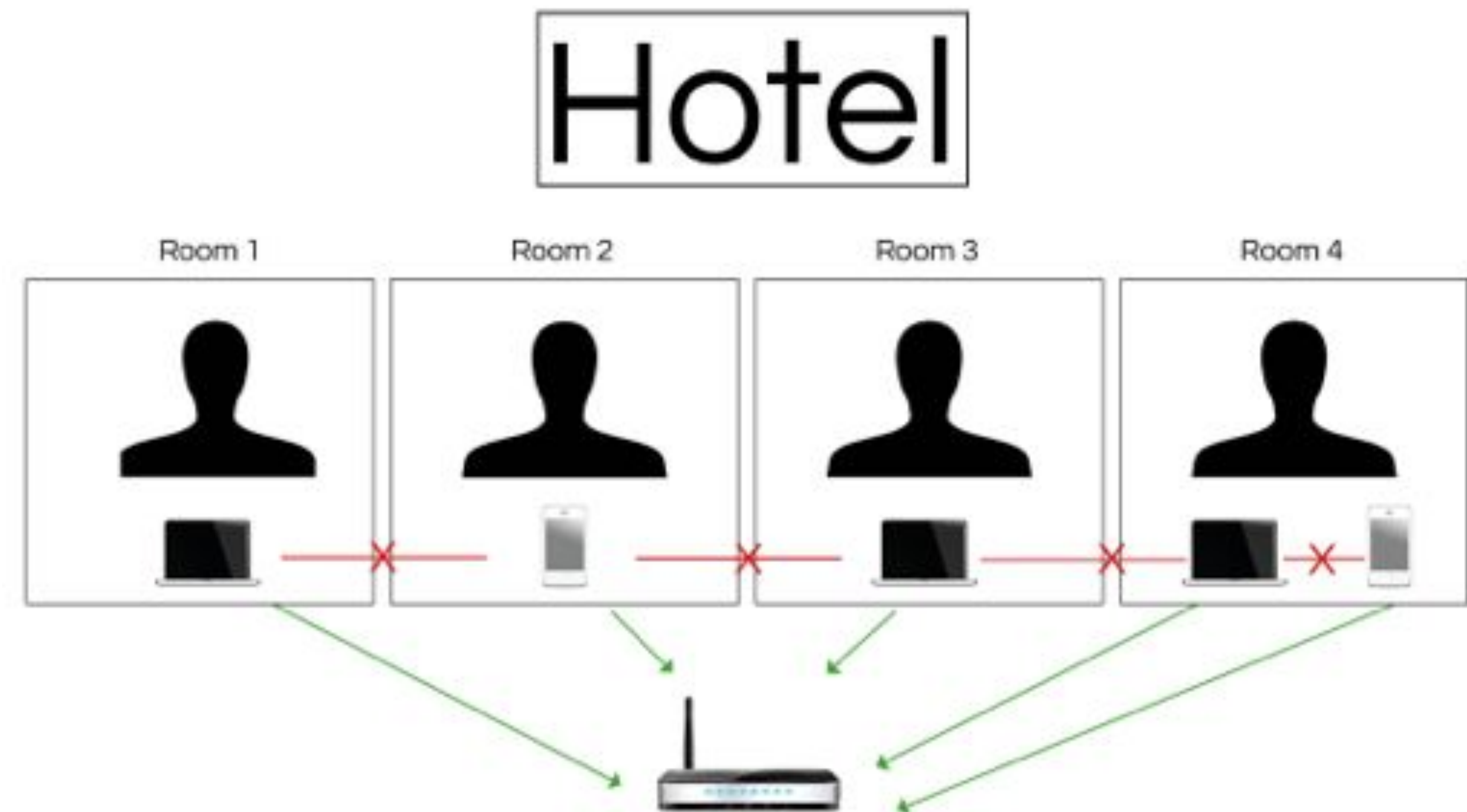
And now, these issues are thing of the past!

Acentic have created a novel solution that provides guests with the ability to form small completely private networks for them and their family, friends or colleagues while still continuing to ensure that unrelated devices are unable to gain access.

Each device can connect to the outside world vis the HSIA service. But, for security, each device cannot connect with another device.

Room Island

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room island

Its already possible to create private networks within an apartment (or a room) using wired Ethernet ports and a VLAN. However, extending this to the wireless network is no small task. For most hotels, creating a wireless network per room is not feasible from both a technical and administrative perspective. A guest doesnt want to scroll through a list of perhaps numerous wireless networks to find the one associated with their room; furthermore, there are few wireless controllers which can support such a configuration.

A compromise solution is to restrict the list of networks offered by each access point to only support the rooms in its immediate area, however, this does not allow the guest to remain connected to their room network while in another area of the hotel, such as the restaurant or other public areas.

Acentic's Radiant 3 Room Island solution requires the addition of a single secure wireless network alongside the usual open guest network. On connecting to this network, the guest is prompted for login details that have already been supplied to them. If these details are valid, the wireless controller seamlessly joins the device to the room's Radiant 3 Room Island network.

Once a device is connected to the Room Island, wherever the user goes within the property the Acentic Radiant 3 HSIA system 'knows and recognizes' the device and enables the user to continue to be connected to the Room Island anywhere there is coverage within the property.

This allows for the Room Island network to become a chargeable additional feature and generate additional HSIA revenue for the site...
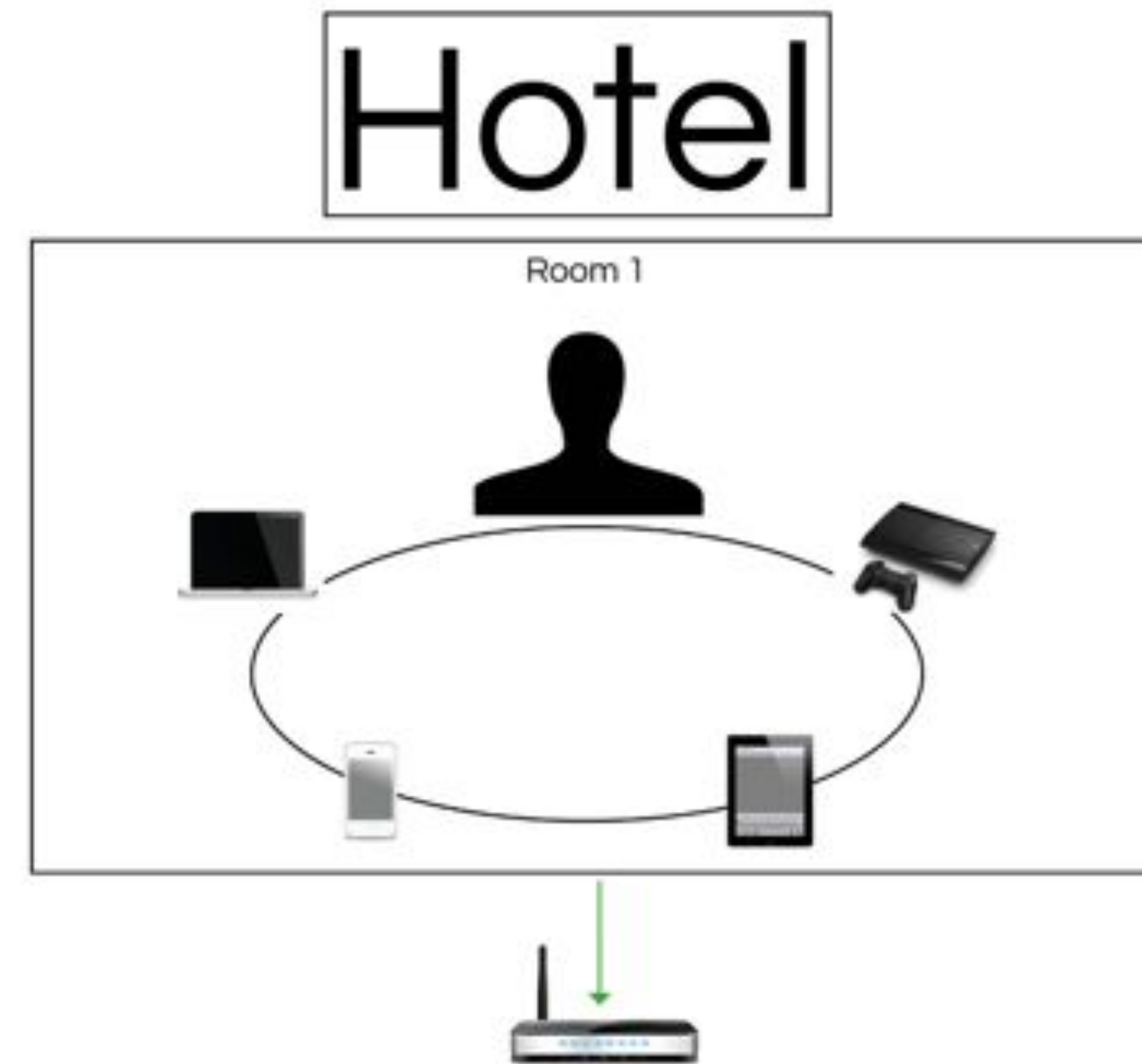
But what if your guest wants their devices to communicate with each other?
They will need their own network!

How does Radiant 3 Room Island work?

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from acentic

room island

- Highly cost effective upgrade to existing Radiant 3 technology

- Chargeable and therefore revenue generating

- Safe & Secure

- Delivers a genuine USP to the hotel/accomodtion provider

- Perfect for hotels, halls of residence, long stay apartments

Benefits

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from acentic

We recognize that if you're a hotelier, you'll be on call 24 hours a day, 7 days a week, 365 days a year.

If you need them, our Support Team will be there with you 24 hours a day, 7 days a week, 365 days a year

- Pro-active, remote monitoring

- 98% 'on call' resolution

- Multi-lingual UK based helpdesk

- Agreed call and service response times

24/7/365 - Acentic Support

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from **acentic**

Acentic are global leaders in hospitality technology, operating in more than 40 countries and we are proud to be the partners of choice to the world's leading hospitality providers.

Acentic's technology is relied upon by thousands of hoteliers and millions of their guests and we're on call 24 hours a day, 7 days a week, providing our clients with support and, most importantly, absolute peace of mind.

For more information visit acentic.com or call 0844 800 8477

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TECHNOLOGY, MADE BETTER