



# ADTRAN ProCloud Wi-Fi Caribbean Resort Achieves New Wi-Fi Horizons



## About the Blue Horizons Garden Resort

The Blue Horizons Garden Resort is located on the southwest coast of Grenada in the Caribbean, set in a picturesque landscape filled with beautiful beaches, gardens and wildlife.

## The Challenge

The resort needed to update its wireless network to support guests' ever-increasing demand for capacity-rich Wi-Fi access. Also, the legacy wireless network included multiple carriers and equipment from multiple vendors with no central point of management.

## The Solution

Digicel Group partnered with the resort, and selected ADTRAN® ProCloud™ Wi-Fi Managed Service. The solution allows the resort to offload time-consuming network management activities and simplify the delivery of scalable, reliable wireless service.

## The Benefit

The resort can easily scale reliable wireless service to efficiently address changing capacity demands. The easy-to-use platform will also allow Digicel to streamline future managed Wi-Fi deployments to new customers.

The Blue Horizons Garden Resort is located on the picturesque southwest coast of Grenada in the Caribbean. The resort sits on more than six acres of beautiful tropical gardens and its famous Grand Anse Beach features two and a half miles of stunning white sand. Guests enjoy bright and airy cottage-style suites and studios, as well as the abundant surrounding wildlife. The intimate resort offers relaxation while providing the amenities to make guests feel welcome and comfortable.

## Beautiful Beaches Need Bandwidth, Too

The Caribbean is a popular tourist destination that welcomed slightly more than 25 million visitors in 2013, up from 24.6 million in 2012. As tourism increases, it's important for local businesses to meet the ever-increasing pressure to support on-demand streaming video and other bandwidth-draining applications.

For many years the Blue Horizons Garden Resort has provided Wi-Fi® service to its guests, visitors and staff, but the resort wanted to ensure it could provide the highest-quality wireless experience and seamlessly scale to meet growing bandwidth demands. "On top of daily e-mail and Web browsing, guests at the Blue Horizons Garden Resort want to stay connected to friends and family back home, and they are now using streaming video conferencing services like Skype to do so. When we provide consistent support for this type of communication, we enable guests to virtually share this beautiful island with their loved ones back home and in real time," said Arnold Hopkin, owner and manager of the Blue Horizons Garden Resort.

To meet its bandwidth goals, the resort's legacy wireless network needed an upgrade in order to match modern connectivity expectations. To determine the best wireless solution for its needs, the Blue Horizons Garden Resort worked with Digicel Group (a global mobile telecommunications provider) to pinpoint what elements of the new network were most critical. Digicel Group operates in 33 markets in the Caribbean, Central America and Asia Pacific, and is renowned for leveraging the latest telecommunication technology to provide a fast, reliable and secure mobile broadband experience for its customers.



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Justin Boylan, Business Solutions Sales Manager  
Digicel Group

Together, Digicel and the Blue Horizons Garden Resort concluded that the new wireless network would need to be scalable, reliable and, most importantly, easy-to-use. Because no single carrier could reach all Access Points (APs) throughout the entire resort, the existing wireless network included multiple carriers and equipment from multiple vendors. The lack of a central point of management was a major pain point for IT.

"The fact that the resort had no single management platform would have one day become a threat to the reliability of wireless service. More time was spent managing vendors or fixing individual APs, rather than improving efficiency and proactive monitoring," said Justin Boylan, business solutions sales manager for Digicel Group.





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## **ADTRAN Helps Digicel Bring Scalable, Reliable Connectivity to the Caribbean**

After evaluating multiple wireless solutions, Digicel and the Blue Horizons Garden Resort determined that ADTRAN ProCloud Wi-Fi Managed Service was the best fit.

The cloud-managed solution streamlines the delivery of highly-available wireless service, enabling businesses to outsource network maintenance, monitoring and management. It is built on ADTRAN Bluesocket virtual Wireless LAN (vWLAN), and features fully-redundant infrastructure with a guaranteed 99.99% uptime, 24/7 proactive monitoring and ongoing maintenance and hardware replacement.

**“The most attractive elements of ADTRAN ProCloud are its single management platform, and the solution’s mesh capabilities that saved us from digging up the entire network and starting over. The solution is easy to deploy and easy to use.”**

**Justin Boylan, Business Solutions Sales Manager  
Digicel Group**

Before the installation, Digicel completed online training sessions with ADTRAN to preview the look and feel of the management portal and learn how to navigate it. During the deployment, the ADTRAN team was on site to help Digicel with configuration, testing and recommendations on how the network should be laid out to best optimize coverage. “ADTRAN support was absolutely brilliant. Most vendors do not provide that level of personalized attention,” Boylan said.

Digicel installed 17 ADTRAN Bluesocket® APs throughout the resort, in 32 rooms and a small conference center. The ADTRAN ProCloud

centralized management platform allows Digicel to easily monitor all Wi-Fi components at the Blue Horizons Garden Resort, and simplifies the process of moving, adding or changing APs. With ADTRAN ProCloud Wi-Fi, the Blue Horizons Garden Resort can easily scale reliable wireless service to efficiently address changing capacity demands as guests check in and out, or as conference attendees arrive on site. Additionally, the ability to deploy ADTRAN APs in a mesh topology extends connectivity to areas where running cabling is difficult, impossible or costly.

“The most attractive elements of ADTRAN ProCloud are its single management platform, and the solution’s mesh capabilities that saved us from digging up the entire network and starting over. The solution is easy to deploy and easy to use,” Boylan added.

## **Oceans of New Managed Wi-Fi Opportunities**

Since launching ADTRAN ProCloud Wi-Fi, Digicel has received positive feedback from the resort, and is planning to recommend the solution to more customers. “With ADTRAN ProCloud, we can more easily and quickly deploy enterprise-class wireless solutions to any business—from a small retail store to the largest resort,” said Boylan.

As Digicel expands its managed Wi-Fi service to new regions and customers, the scalable, easy-to-use ADTRAN ProCloud solution will help Digicel reduce ongoing IT support burdens and ensure a secure, always-on wireless network for customers. Combined with the solution’s automated and proactive maintenance features, Digicel is able to offer businesses, like the Blue Horizons Garden Resort, piece-of-mind that their Wi-Fi will always meet customer needs and expectations.

“Digicel has always provided customers with cutting edge solutions that bring operations, communications and customer service to a higher, more competitive level. ADTRAN ProCloud Wi-Fi is helping us continue that commitment and ensure our services deliver the best value possible, no matter what,” Boylan said.

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