

Hospitality & Leisure Solutions



Hotels and Resorts are great examples of environments where mobility is critically linked to service and customer satisfaction. The hospitality industry demands a robust wireless network to deliver exemplary services to their guests. By providing the infrastructure to support mission critical communications, enhanced data and voice services, video delivery, and other luxury based services, Meru Networks helps the hospitality and leisure industry provide these services on a single, robust, seamless network. Hotels are realizing efficiency gains and better service delivery with Meru's advanced single channel architecture. Designed for the unique boutique hotel to the largest resort, Meru's fourth generation architecture is designed to scale to the applications, devices, and services expected by today's traveler.

Helping Hospitality

- Toll-Quality voice over Wireless – Assured Application Delivery from Guest Rooms to Pool-Side
- Seamless Mobility – Improving productivity throughout the Hotel and Resort environment
- Secure Communications – Enhanced Security for guest access, business operations, and more
- All Wireless Hotel – Extensible to the growing demand for Wireless applications, devices, and services
- Lowest Total Cost of Ownership – Easy to manage, support, and operate – saving money and resources



Meru focuses on three main types of facilities, each unique in their requirements.

Hotels

Today's demanding traveler expects only the best in customer service. It is Service Differentiation, Internet and Interactive services, Guest Room Automation, and other amenities that establish a competitive advantage for the hotel of today. Guests expect a simplified check-in process, in-room High-Speed Internet, Interactive Television, Enhanced valet and concierge services, IP voice Communications, and much more. Now a competitive differentiation for many hotels, these services along with other program based amenities, are the key elements for guest retention and loyalty. The hotel and room of the future is enabled with a converged, seamless, single robust wireless network. Seem impossible? With Meru's fourth generation wireless network, the architecture ensures that each guest experience is enhanced with the latest in technology for the traveler. Delivering a positive customer experience is the primary goal of each property—management and staff efficiencies, responsiveness to guest requests or the anticipation of them, along with high service levels are paramount.

Meru's industry leading architecture provides the necessary infrastructure for today's demanding hospitality market. With a fully-converged solution, Meru's innovative wireless architecture is designed to provide assured application delivery with coverage from the guest room to the banquet hall. Meru's advanced system is helping to increase productivity and operational efficiency with state-of-the-art communications for voice, data, and video delivery for guests, facility management, and staff. State-of-the-art voice communications leveraging innovative wireless hand-held and hands-free devices help to

enhance service delivery, staff responsiveness, and effectiveness. Where time matters, Meru's award-winning fourth generation wireless system provides the infrastructure needed to support the ultimate guest experience.

Resorts

With all the demands of a quality hotel and more, today's luxury resorts demand only the best for their clients. With all the amenities of the world's leading hotels, resorts bring a new challenge for service delivery. Meru's award-winning architecture allows the resort to bring additional services to guests no matter what their location—whether it's pool-side, relaxing in the cabana, or another remote location.

Hotel/Resident Facilities

An emerging market in many destination cities, the Hotel/Luxury Condo market is growing at a phenomenal pace. These facilities often mix luxury hotel services on selected floors with condo or rental unit facilities in other parts of the building. In this scenario, the provisioning of telecommunications services from a single infrastructure can be a tremendous challenge—but not for Meru. The Meru Wireless LAN (WLAN) system is uniquely suited for the bandwidth-intensive, real-time applications where secure communications and application delivery are service critical.

BENEFITS OF MERU WIRELESS LAN TECHNOLOGY FOR HOSPITALITY & LEISURE



While others have created WLAN switch architectures, they focus primarily on ease of deployment and central management of AP configuration parameters. Solving this problem is both important and necessary, but it is not enough. The challenge to being able to provide reliable, high-quality wireless communication that will improve all aspects of the guest experience while at the same time, providing the infrastructure that supports all the operational aspects of the property. Meru has done just that with its wireless System.

Designed for Quality Wireless Communication

Meru's patented Air Traffic Control technology™ delivers over-the-air QoS, predictable performance, and roaming with no connection loss, to reliably support landline quality wireless VoIP without interrupting mobile data applications. Up to 30 concurrent calls per access point are supported—a 500% increase over other WLAN products. The Meru WLAN system works with standard Wi-Fi clients and

supports emerging 802.11 wireless phones. This means that once guests are authenticated, they can roam freely throughout the property without service interruption.

Reliable Connectivity for Challenging Environments

With Meru's Wireless LAN System, wireless access to information from guest rooms, banquet halls, kitchens, bar, hospitality areas, and more are supported along with a myriad of devices—and its made simple in this complex and very mobile environment. Completely converged voice, data, and video—Meru's architecture is uniquely designed for the hotel that wants to bring customer service to a new level.

E(z)RF Eliminates Channel Planning

A hotel or resort property has a variety of clients, unique building topologies, vast open facilities, and represent the most challenging environment for wireless LAN deployment. Other wireless LAN solutions require complex channel planning in an attempt to avoid co-channel interference, which can add significantly to installation time and cost. Meru eliminates the problems of co-channel interference and greatly simplifies this process with Virtual Cell technology allowing Meru access points to be simply placed in the best positions to ensure complete coverage and reliable communication.