



ROYAL SONESTA HOTEL  
BOSTON

# Royal Sonesta Case Study

**Industry:** Hospitality

## Challenges:

- The property attracts large groups of technology professionals requiring substantial bandwidth.
- The existing link balancing solution was not performing as expected, causing network disruptions when certain traffic was requested. The unit had to be configured as a failover device only.
- The existing link balancing solution could not accommodate the bandwidth required for large groups.

## Solution:

- The Elfiq LB-3000 was selected to meet current and future needs as guest requirements continue to grow, replacing the existing solution.
- Bandwidth was increased since the Elfiq LB-3000 supports greater throughput capacity.
- Safety NetAccess (Elfiq Alliance Partner) and Elfiq's professional services provided installation and best practices for the project.

## Benefits:

- With the Elfiq unit, all ISP circuits are being used concurrently without disrupting access or network services.
- The total available bandwidth has been increased, resulting in better service for guests and the administrative network.
- Large groups with specific bandwidth requirements can be easily served, improving the property's ability to conduct business with its customers and local organizations.

*“The Elfiq LB-3000 we implemented has resolved our issues we were experiencing with the previous solution; we now have more bandwidth than ever and we can meet our customers’ specific bandwidth needs. This is a great addition to our property, and we highly recommend it!”*

John J. Fairfield  
Senior Systems Manager  
Royal Sonesta Hotel Boston

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## Overview

The Royal Sonesta Hotel (Boston), located on the Cambridge side of the Charles River, is a luxury hotel with 400 guest rooms. It offers premium services to its guests and customers, which include the Massachusetts Institute of Technology (MIT), Institute of Electrical and Electronics Engineers (IEEE) and the World Wide Web Consortium (W3C).

## Challenges

The Royal Sonesta's guests expect luxury-class service when staying at the property, including Internet access, and it caters to large groups operating in the field of technology and who thus have demanding bandwidth requirements.

The existing solution was causing issues with Internet access while balancing two ISP links, so it was configured as a failover device. It also could not handle the high throughput levels required by the groups the property caters to.



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**Solution**

After the hotel consulted with its information technology business partner, SafetyNetAccess, the solution chosen was the Elfiq LB-3000 unit.

The LB-3000 can meet and exceed the property's requirements since it can handle up to 800Mbps of throughput, more than what is required, leaving a comfortable amount of room for future growth.

With this newly added capacity, the property upgraded its cable modem circuit to a 50Mbps downstream/10Mbps upstream service.

With the LB-3000, all ISP links installed on the property are used, and more are temporarily added on a per-customer basis.

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**Benefits**

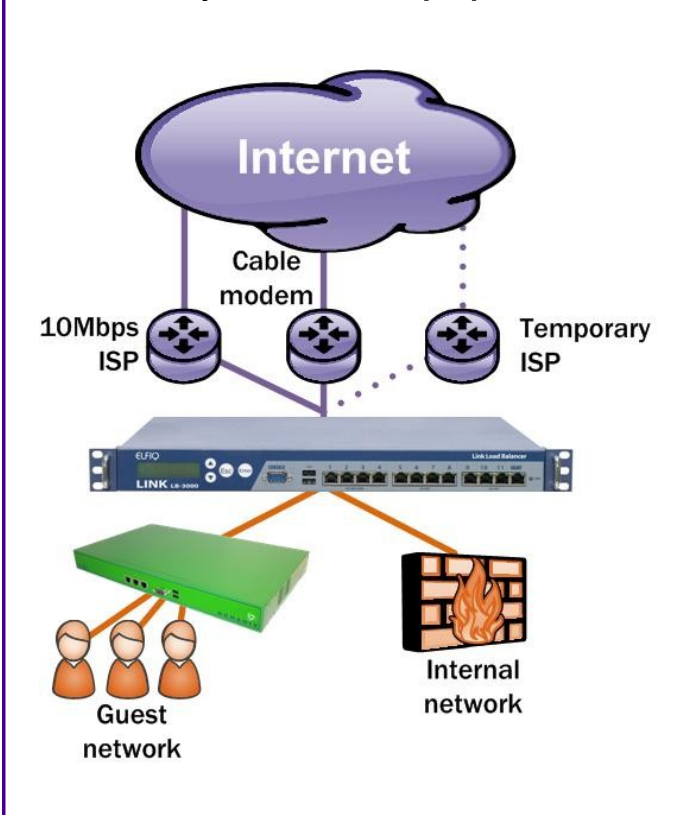
Internet access at the Royal Sonesta Boston has never been more reliable, and performance is exceeding expectations now that the Elfiq LB-3000 has been installed.

With the LB-3000, all circuits are used concurrently, thus providing a significantly improved ROI since all assets are being used.

With the increased product throughput and balancing capacity, conferences involving large groups have the required amount of bandwidth for their needs, and the rest of the property's guests see no performance degradation when hotel occupancy is high.

Guest satisfaction scores are on the rise for this aspect of the property, and Internet requirements for future potential conferences will be handled seamlessly.

**Overview of Royal Sonesta's Elfiq implementation**



**Elfiq Link LB-3000**



Maximum number of WAN links	160 (all logical balancers)
Maximum throughput (full duplex)	1.6Gbps (all logical balancers)
Maximum number of concurrent sessions	2 560 000 (all logical balancers)
Seamless integration	Yes   Yes
Quality of Service and traffic segmentation	Yes   Yes
Time of day configuration management	Yes   Yes
Condition-based balancing	Yes   Yes
Intelligent DNS	Yes   Yes
Maximum number of Virtual Forwarding Interfaces (logical balancers)	2 with the option to upgrade to 5
Format	1U appliance



To learn more about how Elfiq Networks can help your organization maximize its IT infrastructure please contact us at: sales@elfiq.com • www.elfiq.com • 888-GO-ELFIQ • (+1) 514-667-0611