

CASE STUDY

Brazilian Resorts Boost Wi-Fi Connectivity and Network Security with Fortinet Solution

Salinas Maragogi and Salinas Maceió—all-inclusive resorts located on Brazil's northwest coast—rest in one of the country's most beautiful beach areas. The hotels are part of the Amarante Group, a company with a longstanding presence in the hospitality business. Because of the comfort and service that they provide, the resorts have been recognized as one of the best in Brazil and even across South America.

Inaugurated in 1989, the Salinas Maragogi Hotel has an impressive 344 rooms spread over 66,000 square meters of space. Its sister hotel, the Salinas Maceió, was created in 2008 and occupies 28,000 square meters on Ipioca Beach. Both resorts aim to offer joyful experiences by connecting people with a sustainable purpose through travel.

In order for hotels to offer the best service, a stable internet connection is essential. Today, guests have high expectations when it comes to connectivity; they do not want to stop receiving emails, surfing the web, accessing social networks, or streaming content. To meet these expectations, the hotels made important IT investments that ensure guests are connected at all times from any location in its vast properties. "Connectivity is an enormous challenge for us. Our resorts are highly recognized and Wi-Fi connectivity to complement the service that we provide is essential to maintain this well-known status," mentions Daniel Almeida, technology manager at Salinas Maragogi.

Stable Connectivity Infrastructure

The Salinas Maragogi is the group's largest resort, with facilities scattered across a large land area that's divided by a river. Rooms are organized into separate blocks. Facilities like restaurants and the pool are located in different areas, sometimes extending to the beach. With this unique yet scattered infrastructure, the hotel was experiencing many connectivity issues. Every hour, it would receive several reports regarding connection instability—problems that the IT team did not have the resources to fix.

The Salinas Maragogi decided to address this issue and embarked on a journey with partners Inorpel Security and NortelData. The team implemented a solution using FortiGate Next-Generation Firewall (NGFW) and FortiSwitch, associated with 250 FortiAP access points for internal and external use. The resort designed a complete and unified network infrastructure to ensure that the internet connection meets the same stability requirements in every corner of the resort. After implementation, visitors can now move from the rooms to the beach or from the pool to the restaurants without losing their internet connection. "Fortinet allows us to offer guests a stable connection, delivering a service that meets their expectations and avoiding any complaints," says Almeida.



"Thanks to Fortinet, today we can communicate much better with our customers and do everything faster than we had imagined. Fortinet gives us confidence and we can transmit that confidence to our users."

– Daniel Almeida, IT Manager, Amarante Group

Details

Customer: Salinas Maragogi and Salinas Maceió Hotels

Industry: Tourism

Location: Brazil

Business Impact

- Secure and stable wireless communication for over 66,000 square meters of space
- Real-time visibility and control of the network
- Significant reduction in network instability

Network security is also a critical issue in the hotels. With FortiGate, network administrators can have peace of mind that the information transmitted over its networks is protected. Guests can bring their personal or work devices on their trip, connect to the hotels' public networks, and be confident that they are protected by a secure network.

Advanced Management Platform

The Amarante Group's Fortinet solution also includes FortiManager, a tool that enables the team to manage and monitor the entire network. FortiManager provides real-time information on connection stability and network health, giving visualizations of potential problems so the team can make decisions faster. "Fortinet has a very easy-to-manage management platform. The equipment features allow us to adapt them to our requirements very quickly," Almeida emphasizes.

With Fortinet technologies, the Salinas Maragogi and Salinas Maceió Hotels upgraded network connectivity and network security at the lowest cost, with the highest market standards. Post-implementation, the resorts received almost immediate positive feedback. Employees, guests, and the internal IT team noticed the difference and now experience excellent connectivity wherever they are on the properties.

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Solutions

- FortiGate Next-Generation Firewall
- FortiAP
- FortiSwitch
- FortiManager

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