

ÉCOLE HÔTELIÈRE COLLEGE OF HOTEL MANAGEMENT, LAVASA CASE STUDY





OVERVIEW

École Hôtelière College of Hotel Management, Lavasa, has been established in collaboration with École Hôtelière de Lausanne, Switzerland, and is its first sister institute in India. It has been operational for nearly a decade and has groomed its students to be industry ready management. Not only do students learn in what is unequivocally the best facility in the country, they learn using the unique pedagogy and andragogy of École Hôtelière de Lausanne. This creates independent thought and the ability to think holistically when faced with a challenge.



REQUIREMENTS

- ▶ Customised Captive portal
- ▶ URL Filtering and blocking
- ▶ Seamless internet access in a remote location
- ▶ Network needed to be scalable
- ▶ Hassle-free deployment and management
- ▶ Bandwidth management
- ▶ SMS/OTP Authentication
- ▶ Ability to cater to 500 concurrent users
- ▶ Log and usage reports
- ▶ Deployment at low cost



HOW WE HELPED

- ▶ Customised captive portal with college logo and ad space
- ▶ Cost effective solution as the existing network was leveraged
- ▶ Single dashboard control
- ▶ No subscription, license, recurring fee of any kind
- ▶ Access point Monitoring
- ▶ A reduction in network fault calls
- ▶ Ability to remotely control, monitor and troubleshoot
- ▶ Seamless and scalable WiFi
- ▶ The ability to support high density environments with more concurrent users per access point
- ▶ Manage student logins and control the usage
- ▶ Discourage multiple logins by the same user
- ▶ Bandwidth management
- ▶ Policy management

CASE STUDY ÉCOLE HÔTELIÈRE LAVASA

Being a trendy and New-Age College for Hotel Management, École Hôtelière decided to make its facilities match their vibe. They deployed Wifi-soft's Unibox Controller to help manage and control their internet network.

Lavasa is a planned private city built near Pune, India. The architecture of Lavasa city is based on an Italian town called Portofino. It is established in Mose Valley of the Western Ghats. Lavasa also has many educational institutes that cater to both Indian and international students. Ecole Hoteliere at Lavasa is certified by Ecole Hôtelière de Lausanne (EHL). What this means is that the curriculum being offered is framed keeping the EHL curriculum in mind. They also have an MOU with the International University of Applied Sciences Bad Honnef-Bonn, Germany, and the American Hotel & Lodging Association, United States, giving students a unique opportunity to spend time abroad as part of their program learning about the global hospitality industry in an international environment.

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École Hôtelière de Lausanne is a hospitality management school in Switzerland, and is consistently regarded as the best hospitality school in the world. Its campus is located in Le Chalet-à-Gobet, eight kilometers from the city center of Lausanne. Today, the school welcomes more than 2,600 students from 107 different countries. In 2013 and 2014, EHL was named the Best Hospitality Management School in the international competition of the Worldwide Hospitality Awards.

École Hôtelière, Lavasa is the only sister school of École Hôtelière de Lausanne, Switzerland, in India. It is spread over 25 acres of land, and currently has over 500 students enrolled in various courses. It is considered to be one of the top institutes for Hotel Management in India.

With the increasing use of smartphones, tablets and other devices in education École hôtelière, Lavasa, needed to setup a reliable and scalable WiFi network for its campus. The college IT staff was grappling with several challenges in setting up and managing the WiFi network. Since the location was remote, it needed a robust and maintenance free network. The students were also misusing the precious bandwidth for downloading illegal movies, songs and other content over the Internet. They also weren't able to filter unwanted websites. In accordance with the local law, they also needed to store the web log of all students and staff and implement the SMS/OTP based authentication scheme.

So, their IT department turned to Wifi-Soft Solutions and its product UniBox, a hotspot gateway controller which is highly efficient, robust and cost-effective. UniBox enables IT managers to seamlessly manage web access. It enabled browser based authentication for users and easy login through a customized captive portal.

Captive Portal

Unibox allowed the IT manager to create and maintain a branded captive portal. The portal page resided inside the UniBox thus allowing faster loading for the login page. To access the Wi-Fi a unique user id and password was provided to each student and staff. While logging in to the network student/staff are supposed to enter the user id and password for gaining access to it.

Approval Process

The user id ensured that each person's activity was tracked and tightly controlled, hence making the process automated and without manual intervention.

Daily upload/download quota

The management's major concern was bandwidth allocation and efficient usage of the network. They wanted to ensure that each user gets fair allocation of bandwidth by limiting uploads and downloads.

MAC Binding

They wanted only genuine users to access the internet. They did not want people inside the campus to share their user id with their friends outside the campus. This feature was easily available in UniBox by implementing automatic MAC binding along with client restrictions. The user id automatically integrates with the device's MAC address during the time of login. UniBox also ensures that existing users were not prompted to enter user id and password if they were accessing the internet from a device which was already registered.

Content Filtering

The college management wanted to restrict students from accessing mature content on the network, and to ensure that the network was used only for academic purposes. UniBox allowed the administrator to implement content filtering services that automatically blocked the unwanted content. It can automatically synchronise with the central server to get periodic database updates.

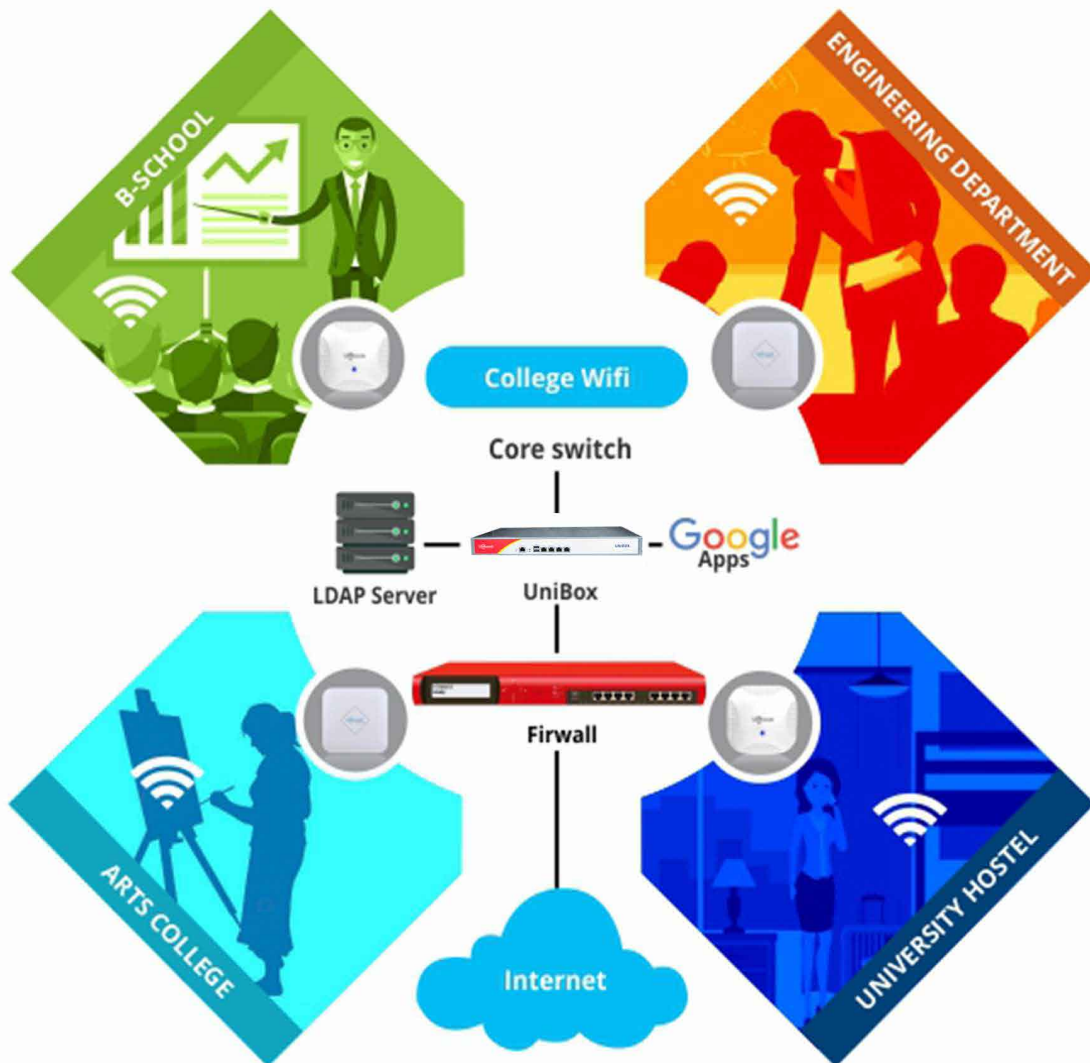


Unibox U 500 Network Controller

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Detecting Torrents and P-2P software

Students are notorious for the using Torrents and peer-to-peer software like limewire, gnutella, eDonkey, etc. These applications are responsible for hogging most of the network bandwidth and adversely affecting the performance of the network. The management wanted to prohibit students from using these software on the college network. UniBox delivers advanced traffic engineering module that detects the students using sharing software and prevents them from utilizing the network resources.

Online Activity and Tracking

They also desired to keep an anonymous log of the activity of each user on the network to comply with the local laws. The online activity tracking system in UniBox allowed the administrator to keep a log of all activities on the network and generate monthly report for the management.

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Alerts and Reports

In addition, the institute required an automated reporting system using which the management could track and monitor system performance, usage patterns and network activity.

UniBox provided complete reporting features mentioned below:

- o Online users and their activity reports
- o Usage reports
- o Billing Reports
- o System performance reports

After the solution was deployed, the administration was extremely pleased with Wifi-soft's solution. Within a month, the unwanted bandwidth consumption came down drastically. The students and staff reported improved browsing speeds once the fair usage and bandwidth quota restrictions were in place. Students were far more cautious of their network usage once they realized that their activities are now getting tracked and recorded. UniBox also reduced the workload of the IT staff by automating the registration and user login process. Overall, UniBox managed to improve the usability and security of the college's WiFi network.

Excerpts

<https://ecolelavasa.edu.in/about-us/>

https://en.wikipedia.org/wiki/%C3%89cole_h%C3%B4teli%C3%A8re_de_Lausanne



The campus is located here (Lavasa) so we never had good connectivity. The WiFi used to disconnect often. This was a big issue during exams as we do a lot of research. But we have not been facing any problems since the new set up was done. I like the stability in the WiFi.

- Daivya Sharma
Student at École Hôtelière



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