

Saint Louis University  
School of Computing and Information Sciences

BSCS 3  
Data Communications and Computer Networks



## Case Study 1

Resort Hotel Chain Designs New Network Infrastructure

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## I. Summary/Synopsis

The study is about a chain of hotels & resorts based in Sri Lanka, the Anilana Hotels & Resorts. They wanted to design a new and secure network infrastructure. Along with this, they also wanted to manage the said network in a simple yet efficient and cost – effective manner. Just like any other business establishments Anilana wanted to offer unparalleled levels of service to customers.

In order to do these, Anilana, with the help of a Cisco Partner, implemented what is known as the Cisco Smart Care. This allowed the company to design their new network infrastructure, and provided related products and services for voice, data, Internet, Wi-Fi, data security, data center and storage, IPTV, and closed-circuit TV (CCTV).

The results were amazing. There is a reduced risk in networking and Anilana gained insights of intelligent network. With Cisco Smart Care, the company need only to install a single platform for base lifecycle management. It also simplified and reduced the network and management costs due to centralized administration and streamlined communications between locations and customers.

## II. Analysis/ Evaluation

Anilana's decision of hiring a Cisco Partner (even one of the most trusted partner in the country) for their network infrastructure is the best decision they could've ever done. This decision will ensure quality of the network infrastructure with minimal risks and compromises.

Their decision of creating Wide Area Network to connect all chains of the company and the deployment of Cisco Smart Care has some advantages and disadvantages that I'd like to point out:

- A good advantage is that all remote locations will have an effortless communication mechanisms to the main headquarters.
- Cisco Smart Care provides a single platform for all the services offered by the network infrastructure, making it easy for the IT department of the company to manage.

- A disadvantage however is that it opens a vulnerability of compromising the whole of the network once attacked by network penetrators.

The cables/wires used for the cable management are also a good decision by the Fentons (the Cisco Partner employed by Alinala). The fibre optics that were used for outdoor wirings will allow greater bandwidth and can span longer distances for data transmission. The CAT6 used for indoors will allow a more flexible cabling specially on corners.

Overall, Alinala's brand new network infrastructure was a good investment for the company. The results provided in the paper says so. The network is robust, there is a general increase not only in customer satisfaction but also employee satisfaction. The deployment of Cisco Smart Share reduced inventory update times significantly.