

## The Greenhouse Inn & Lodge Enters the High Speed Internet Age

In the early 1990s, the number of PC computers in homes and offices around the U.S. and the world was expanding. Notebook computers were also entering the market, but their true mobile potential had not yet been tapped. At that time, networking was something large corporations did to allow their computers to talk to each other and share resources.

Enter the Internet! All of a sudden notebook computers were becoming the product of choice. Traveling business people wanted the freedom to access the Internet, send or answer e-mails or use instant messaging from anywhere...anytime. The only way guests could do this at the Greenhouse

Inn and Lodge was by dialing up through the phone line in their room. This connection was not only very slow for the user, but it also caused a major problem for the Greenhouse Inn, which only had seven telephone trunk lines for 69 rooms. If the majority of the telephone trunk lines were used by Internet users, it was difficult for other guests to make outgoing calls or receive incoming ones. This phone call bottleneck often led to loss of business, since potential guests couldn't get through to the main office.

### CHALLENGES

Something had to change! Businesspeople at that time relied as much on their notebook computers as they today rely on their PDAs. Even families brought a notebook PC when traveling so their children could play online Internet games. Large hotels had already joined the high-speed Internet age by adding DSL connections into rooms so guests had fast and easy Internet access.

The motel industry, in general, knew that in order to remain competitive they too had to update Internet access connections. Michael Miller, the owner of Greenhouse Inn & Lodge, also owned a Days Inn, one of several motel chains owned by Cendant, its parent company. Cendant sent a directive to all its motels that they must install wireless DSL connections in their guest rooms. Greenhouse Inn & Lodge, an independent motel, recognized that the majority of their guests

### Customer Profile

**Company**

The Green House Inn & Lodge

**Location**

Daleville, AL

**In Business**

Since 1990

**Website**

[www.greenhouseinn.com](http://www.greenhouseinn.com)

*The Greenhouse Inn & Lodge, located in Daleville, Alabama, is located within a mile of Ft. Rucker, the only military base in the U.S. that trains helicopter pilots from all branches of military service. The majority of its guests are six-week trainees not housed on the base.*



were government employees who were unable to use wireless connections due to security issues. So they decided to install hard wired connections as well as provide wireless access. Before making the final decision to install a network, Greenhouse Inn & Lodge Manager, Mark Pierce, decided to test the need for high-speed DSL connections by placing a single high-speed DSL Internet kiosk in the main office area. For just a few cents a minute, one guest at a time could have fast, immediate access to the Internet. The other guests continued using the dial-up phone lines. The success of the Internet kiosk and the need to stop dial-up usage led to the decision that high speed access was essential and must be available to the majority of guests.

**THE LINKSYS SOLUTION**

Miller and Pierce knew immediately which products they wanted to use to establish their network. According to Pierce, "I pushed for Linksys/Cisco products from the beginning because I have several Linksys consumer products and they have all performed flawlessly and exactly as they are supposed to." Because of this positive experience, Pierce focused on Linksys Business Solutions to meet the networking needs of his guests. Ken Cutler, Linksys Sales Engineer for Business Solutions, helped Greenhouse Inn & Lodge move forward with their plans by providing the expertise in product selection and network design required. The result: A high-speed network capable of supporting 10/100 Ethernet with the ability to manage and segment network Internet traffic. This network was installed in two phases.

**PHASE 1**

**Establishing A Hard Wire Network**

At the outset, it was decided that the new network would have a solid Ethernet wired infrastructure. The two hardware components contained in the Ethernet backbone of the network were installed in Pierce's office. These included a Cisco 1720 Modular Access Router and a Linksys SRW224 Managed Gigabit Switch. The Router, the heart of the network backbone, included VPN access, QoS (Quality of Service) and VLANs to enable segmentation. The router assigns a specific IP (Internet Protocol) address to each user device, simplifying the user configuration processes. Its Fiber Optic Connections saved money on expansions made during Phase 2. Enhanced Cat 5 Cable spans Building 1, providing the hard-wired connections.

**Setting Up Wireless Access**

Recognizing the wireless explosion, the decision was made to place a Linksys WAP54G Wireless-G Access Point at a midway point within the block of 20 rooms in Building 1. Now, ideally, a total of 52 computers could access the Internet at the same time—the 20 computers in rooms with a DSL connection and an additional 32 computers accessing it wirelessly. The Greenhouse Inn & Lodge even offers those guests staying in a room without DSL access and without a wireless adapter a rental Linksys WPC54G Wireless-G Notebook Adapter to use during their stay.

**PHASE 2**

**Expanding the Existing Hard Wired Network**

The second phase of this project expanded the existing network to cover the remainder of the guest rooms in Buildings 2 and 3, and provide Internet hot spots in public areas, like the pool/spa area and the coin laundry. A Multi-Mode Fiber Optic Cable was run from the Manager's office, where the Linksys-SRW224 Managed Gigabit Switch was located, to the Maintenance Office, at the far end of Building 2. Two more Linksys SRW224 Switches were placed in the Maintenance Room at the end of Building 2 and connected to the fiber with Linksys MGBSX1 Fiber Modules. Three additional Wireless-G Access Points were installed; two in Building 2 and one in Building 3. These provide wireless access to the pool/spa area and the majority of Building 2 and 3 guest rooms within a 100-150 ft. range.

**RESULTS**

By establishing a solid, secure wired network infrastructure and providing both wired and wireless environments, the Greenhouse Inn & Lodge was able to meet the networking needs of all its traveling guests. Whether connecting to their corporate network, sending or receiving emails, completing online training courses, researching potential customers or just enjoying some rest and relaxation, over 150 guests at the Greenhouse Inn & Lodge have everything they need to get connected.



