



# CASE STUDY

## Sheraton Grand, Pune

## Company Overview

Sheraton Grand, Pune is one of the city's flagship 5-star properties with 179 rooms, dining and event spaces, a full spa, and many other amenities. Located in the city center, it is known for its hospitality, deluxe stays, and premium business facilities.

The hotel boasts modern essentials and conveniences for its guests hailing from all over the world. Accustomed to hosting tourists, corporate guests, and large-scale events, Sheraton Grand finds smooth digital access to be a daily requirement.

## Challenges

The hotel was running on legacy network infrastructure that struggled to keep up with increasing guest and operational requirements.

- Lack of centralized visibility into critical applications and network performance
- Slow speeds and unstable connectivity, especially during high-density usage
- Frequent interruptions during streaming, video calls and while moving between floors
- Operational delays across POS, ERP and housekeeping systems

# Network Assessment

Quantum Networks carried out a detailed assessment of the existing wired and wireless setup. We identified areas where performance dropped during high usage, where roaming was inconsistent and where guest rooms and event spaces required stronger coverage. The results also showed gaps in network visibility, which made issue resolution difficult for the IT team.



## Quantum Networks Solution

With a hospitality-focused approach, we redesigned the wired and wireless infrastructure and paired it with our cloud-based service platforms.

### Key improvements included:

- Centralized network management with Quantum Rudder for visibility and control, significantly reducing Mean Time to Resolution (MTTR).
- Upgraded 10Gbps wired backbone to improve wireless signal performance and connectivity with a positive impact on guest experience.
- VLAN segmentation to separate guest and operational traffic to isolate guest systems from sensitive internal systems.
- Redesign of roaming behaviour to support uninterrupted movement between floors and across the property.
- Identity-based access using 802.1X authentication to ensure only authorized users and devices can access internal networks.
- Marriott GPNS (Global Property Network Standards) compliance to ensure secure connectivity, reliable Internet support, scalability and consistent performance for guest and operational use.

## Quantum Deployment

The selection and placement of hardware was based on usage patterns, building layout and density requirements:

### In-Room Access Points

Installed inside guest rooms to provide stable, predictable coverage for streaming, video calls, and multiple connected devices.

### Indoor Access Points

Placed in lounges, corridors, restaurants, and event venues to support high-density use during conferences, banquets, and peak occupancy.

### Outdoor Access Points

Extended reliable connectivity to open areas such as the poolside, drop-off point, and outdoor seating spaces.

### PoE Switches

Formed the upgraded wired network backbone to power devices and support the shift from a 1G to 10G network design.

### Quantum Rudder (Cloud Management)

Enabled central monitoring, configuration, and policy control, giving the IT team full visibility of wired and wireless operations from a single platform.

All deployed components operate as one unified network, not standalone devices. This ensured stable performance and a consistent experience across the hotel.

# Outcome

With the new infrastructure, the hotel now delivers stable, high-speed connectivity across rooms, lobbies, conference halls and outdoor areas, even during peak events. Guest feedback improved, staff operations became faster and the IT team now has centralized control for proactive monitoring and faster response.



## Management Feedback

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The upgraded Quantum Networks setup has completely transformed the hotel’s digital experience. Guests now enjoy fast, reliable Wi-Fi wherever they go. The staff can work more efficiently with secure, identity-based access. With Quantum Rudder’s centralized monitoring, the IT team spends far less time troubleshooting and can focus on improving overall service quality.

Upgrading the entire backbone to 10G and Wi-Fi 6 has given the hotel an advanced network that easily handles peak usage and high-density environments. We are now fully prepared with modern hospitality standards that match guest expectations.

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Arjun Owhal  
Information Technology Manager  
Marriott International

