

USE CASE

A Singapore-headquartered hotel management company with more than 100 hotels across over 30 countries seeks to improve network reliability, simplify operations, and accommodate seasonal demand through a global SD-WAN solution.

OBJECTIVES

To improve guest internet access and internal business connectivity, strengthen network visibility, simplify supplier management, and enable flexible bandwidth scaling to meet seasonal demand while controlling operating costs.

SOLUTIONS

CypressTel's proposed solution combines SD-WAN, dedicated backbone connectivity, and cloud direct connect to link hotel branches, headquarters, and public cloud environments. It separates guest and corporate traffic and supports centralised network visibility and flexible bandwidth scaling.

KEY BENEFIT

- **Flexible Bandwidth Scaling**
Quickly increase bandwidth during peak travel seasons and reduce capacity during quieter periods, matching network resources to changing business demand.
- **Improved Stability and Reliability**
Cross-region internet optimisation and dedicated backbone connectivity address inconsistent regional internet quality, supporting smoother guest access and more reliable hotel operations.
- **Real-Time Network Visibility**
A centralised SD-WAN portal provides live network usage data and fault alerts, enabling faster troubleshooting, reducing IT workload, and helping lower outsourced support costs.
- **Unified Supplier Management**
A single provider coordinates local internet circuits and cross-region network optimisation, reducing supplier-management complexity and simplifying daily operations.



COMPANY OVERVIEW

The client is a leading hotel management company headquartered in Singapore, operating more than 100 hotels across over 30 countries in China, Asia Pacific, Europe, the Middle East, Africa, and North America.

AT A GLANCE

Industry

Hospitality / Hotel Management

Challenges

- Inconsistent regional internet quality
- Limited visibility and on-site IT support
- Complex supplier management
- Inflexible bandwidth and high costs

Solution

SD-WAN + Dedicated Backbone + Cloud Direct Connect

Key Outcomes

- Flexible bandwidth for seasonal demand
- Improved network stability
- Real-time visibility and fault alerts
- Simplified supplier coordination

HOW IT WORKS?

The proposed solution connects offices, hotel branches, and public cloud environments through SD-WAN and regional backbone nodes. Separate guest and corporate networks address their distinct security and business requirements.

Separate Guest and Corporate Networks

Guest traffic is separated from the corporate network to address temporary usage and unpredictable internet access patterns. Firewall protection safeguards guest internet access, while international internet optimisation supports a smoother online experience for global travellers.

Regional Access and Cross-Region Backbone

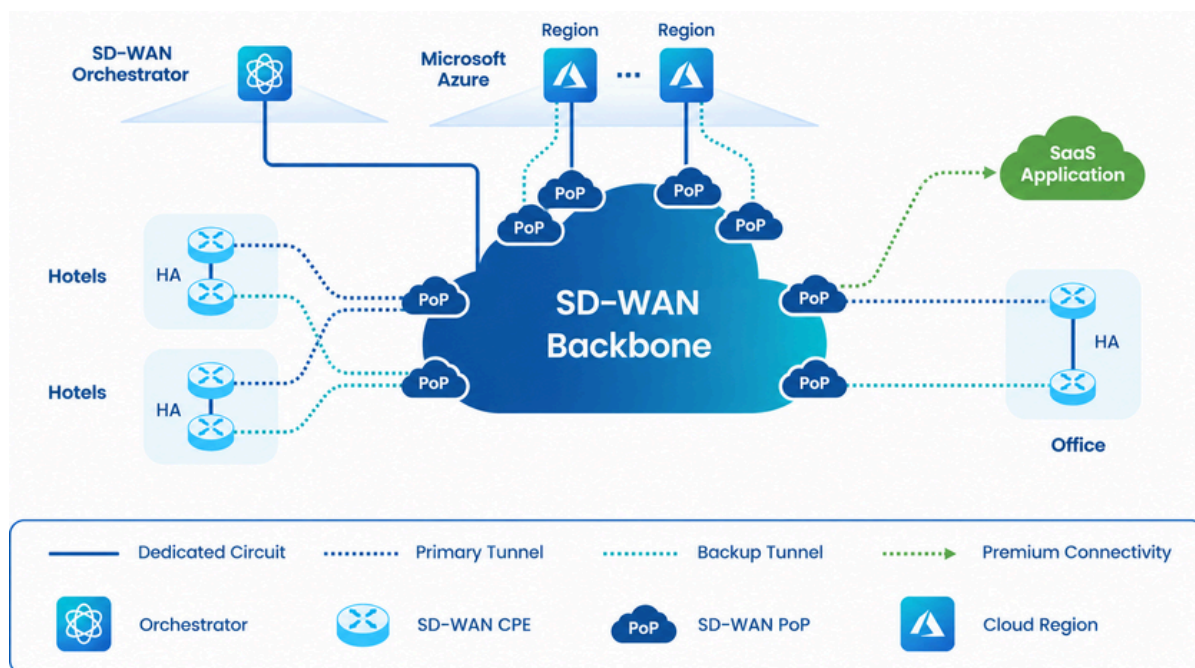
Each site connects through SD-WAN over dedicated internet access to regional core backbone nodes. Cross-region traffic travels over a dedicated backbone, improving connectivity between locations affected by inconsistent local internet quality.

Internal Business Connectivity

An internal network connects hotel branches, headquarters offices, and public cloud environments. It carries traffic for core business applications, including Property Management Systems (PMS) and Enterprise Resource Planning (ERP) systems.

Cloud Direct Connect and Virtualised SD-WAN

Cloud direct connect links the headquarters management site with public cloud environments for stable data transmission. Virtualised SD-WAN in the cloud completes the network connecting hotel branches, headquarters, and public cloud platforms.



WHY CYPRESSTEL?

With over 18 years of experience, CypressTel provides global SD-WAN, cloud connectivity, Internet Access, private network, SASE, and WAN optimization services. Its network spans over 30 data centers, 140+ PoPs, and 300+ cities worldwide, enabling reliable connectivity, centralized management, flexible scaling, and future-ready security for global hotel operations.



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