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Eleven Updates Gaylord Hotels with Feature-Rich Guest Internet Access

The ElevenOS guest Internet management platform was deployed to nearly 8,000 guest rooms in just one week
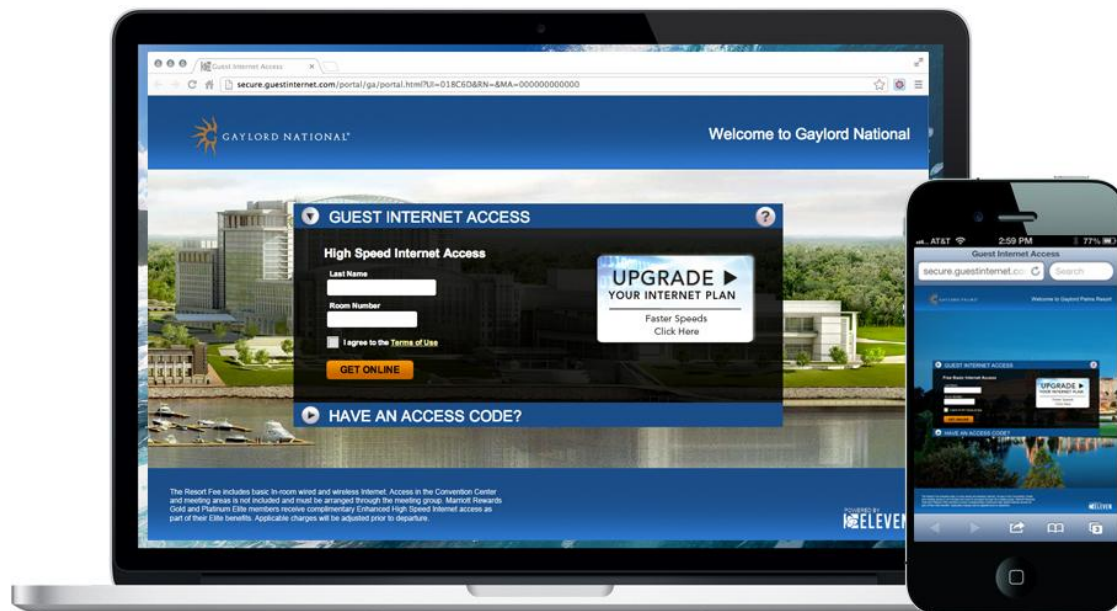
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4/25/13, Portland, Ore. – Eleven Wireless has completed deployment of its guest Internet management software throughout all of the Gaylord Hotels, providing the hotels with advanced capabilities to deliver industry-leading Internet service to their guests.

Gaylord Hotels was the talk of the industry in 2012 when they became a powerhouse in the Marriott International, Inc. portfolio of brands. Part of joining the Marriott family meant the Gaylord properties needed to more closely follow the Marriott Guest Internet Access standards. Requirements included a consistent guest facing portal page complete with terms-of-use acceptance, guest authentication and optional for-pay, premium-tier bandwidth offerings. With a tight deadline to implement the standards, Gaylord Hotels selected ElevenOS as its platform of choice, primarily because of its advanced capabilities, ease of deployment, and world-class support.

Eleven deployed a team of onsite engineers to each property to handle the implementations and onsite training, and each hotel was cutover in 1-2 days. "We are an agile organization and use a client-centered approach," said Dan Lulich, Eleven's CTO. "Although the scope and timeline of the Gaylord deployments certainly weren't standard, it was a challenge we gladly met." ElevenOS was successfully deployed to five Gaylord locations on time.

"We were pleased that Eleven was able to meet our timelines by delivering a world-class solution that aligns with Gaylord's position as the US leader in luxury convention hotels," noted Patricia Welch, VP Information Resources, Americas of Marriott International. "The team has been great to work with and ElevenOS is easy-to-use. We are quite happy with the results to date," added Welch.

All five Gaylord properties now use ElevenOS to manage all aspects of their guest Internet access, including tiered bandwidth plans, zoned access for free Wi-Fi, branded guest facing login screens (pictured above), and more.

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