

Hospitality Case Study

LinkEye for reducing MTTR and improving Operational efficiency of Network in Hospitality Industry

CUSTOMER OVERVIEW

A fast-growing mid-sized hotel chain operating over 55 properties across India, spanning metro cities and tier-2 locations, faced growing challenges in ensuring consistent, high-quality network experiences for their guests and operations.

CHALLENGES

Managing a vendor-diverse mix of Wi-Fi routers, PoS terminals, CCTVs, and IoT-enabled smart rooms across 55+ properties became increasingly complex. Without centralized network visibility, IT teams relied on manual, reactive troubleshooting.

- **Frequent Wi-Fi disruptions** during peak occupancy periods, directly affecting guest experiences and online reviews.
- **No centralized visibility** across geographically distributed properties. IT teams relied on manual checks and reactive incident handling.
- **Multi-vendor complexity** slowed down troubleshooting.
- **Seasonal occupancy surges** (festivals, weddings, tourism peaks) led to unpredictable network loads, causing recurring bottlenecks.
- **Revenue loss** due to dissatisfied guests, unprocessed PoS transactions, and downtime of in-room entertainment services.

SOLUTIONS

To tackle these challenges, the hotel chain deployed **LinkEye**, enabling:

- **Centralized Network Visibility** across 55+ sites via a unified dashboard for real-time monitoring and analytics.
- **Proactive Wi-Fi Health Monitoring** using Wi-Fi Copilot to detect issues before guest impact.
- **Vendor-Agnostic Troubleshooting** to identify root causes across device types, minimizing onsite intervention.
- **Geo-Tagged Alerts** to prioritize fixes based on location-specific guest impact.
- **ISP Outage Detection** for immediate visibility into external disruptions.



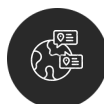
24*7
Monitoring



Real-time
Visibility



ISP Outage
Detection



Geo-Tagged
Alerts

Customer Success Metrics

Mean Time to Resolution (MTTR) was reduced to 20 minutes per ticket from 4 hours per ticket. Saved approximately 310+ man-hours spent on manual network checks and basic troubleshooting.

99.4%

Wi-Fi Uptime from
previous 93.2%



68%

MTTR Reduction



37%

Reduction in
Guest Complaints



"With LinkEye, we finally have real-time visibility across all our properties. Guest complaints due to downtime, especially during peak seasons, have drastically reduced. It's a game-changer for our operations."

— VP Ops, Leading Hospitality Group

"Earlier, we were constantly reacting to network problems after they escalated. Now, thanks to real-time alerts our IT teams can resolve 70% of issues before they even affect guests."

— Regional IT Manager, Leading Hospitality Group

LinkEye, a Silicon Valley startup, builds Co-Pilots for Enterprise IT teams by automating routine network operation tasks that provide proactive insights, enabling teams to shift their focus to strategic business initiatives.