

CASE STUDY

Sultan Gardens Resort

About Sultan Gardens Resort

Sultan Gardens Resort is a multi-award-winning, eco-friendly destination ideally located in Shark's Bay between Sharm El-Sheikh International Airport and the city center. The resort is set along 220 meters of private sandy beach with vibrant coral reefs and stunning views of Tiran Island. The resort offers a perfect blend of natural beauty, comfort, and convenience.

Guests can enjoy upscale accommodations in 520 spacious rooms and suites surrounded by lush gardens and scenic landscapes. With five diverse restaurants, multiple pool and beach bars, and 24-hour room service, the resort delivers a rich culinary experience alongside world-class amenities—making it one of the Red Sea's finest all-around resorts.



THE PROBLEM

As a luxury destination that prioritizes guest satisfaction, Sultan Gardens Resort relies on fast, reliable, and secure connectivity throughout its property. However, the resort's previous network infrastructure—made up of various outdated devices from brands like D-Link and Aruba, were unable to meet modern performance demands. The mixed system caused weak and inconsistent wireless coverage, resulting in unreliable internet access for both guests and staff.

From an operational perspective, the lack of VLAN segmentation made it difficult for the IT team to manage network traffic and maintain data security across departments such as administration, guest services, and operations. Furthermore, many switches did not support Power over Ethernet (PoE), limiting the resort's ability to efficiently deploy or expand devices, and increasing both installation complexity and maintenance costs.

These technical limitations negatively affected the guests experience and created operational inefficiencies. To address these challenges, Sultan Gardens Resort needed to upgrade their network solution that would modernize its infrastructure, enhance wireless and wired performance, and deliver a seamless, high-quality connectivity experience across the entire property.



Provided By Power SMTP

Established in 2017, Power SMTP is a leading provider of IT solutions, delivering a wide range of services across multiple industries. We specialize in software development, IT consulting, cybersecurity, and cloud computing—offering secure, efficient, and scalable solutions tailored to drive business success. With a future-focused approach to technology, our expert team helps organizations enhance performance and stay ahead in an ever-evolving digital landscape.

THE NEED

Comprehensive Networking Solution:

Sultan Gardens Resort needed a complete end-to-end networking solution capable of supporting both wired and wireless connections under a single vendor. Grandstream offered both network switch and Wi-Fi 6 Access Points that simplified deployment, management, and long-term maintenance.

High Performance and Stability:

To deliver exceptional guest experiences, the resort required a network that could handle high user density and provide stable, high-speed connectivity across all areas of the property. Grandstream's enterprise-grade equipment ensured consistent performance and minimized downtime.

Centralized Management:

Previously, managing multiple brands and devices was time-consuming for the IT team. With Grandstream's free centralized management platform, configuration, monitoring, and troubleshooting became much simpler. The Grandstream GDMS networking platform enabled efficient management of over 750 access points, allowing staff to maintain the network with greater ease and consistency.

Cost-Effectiveness:

Budget considerations were a key factor in selecting a new system. Grandstream provided advanced enterprise-level features at a competitive price, offering excellent value without compromising on quality or reliability.

Scalability for Future Growth:

As the resort continues to expand and modernize, scalability was essential. Grandstream solutions provided the flexibility to add more access points and switches seamlessly as network demands grow.

Trusted Reputation and Support:

Grandstream's proven reliability and strong technical support gave the resort confidence that this deployment would be a long-term success for the resort. Their solid track record of deploying networking solutions in the hospitality sector made them the ideal partner for this project. From initial planning to post-installation, Grandstream's support team provided timely assistance, and detailed documentation to ensure a smooth transition.



GRANDSTREAM
CONNECTING THE WORLD

COMPETITORS CONSIDERED

The installer, Power SMTP, evaluated networking solutions from Aruba and TP-Link, alongside Grandstream's offerings. Ultimately, the decision was made to move forward with Grandstream's solutions due to their cost-effectiveness, robust feature set, and the inclusion of a free cloud-based management platform. Grandstream's growing reputation and reliability in the region also played a key role in the selection process.

PRODUCTS DEPLOYED



(30) GWN7806P
Enterprise-Grade Layer
2+ Managed Network
Switch



(45) GWN7813P
Enterprise Layer 3
Managed Network



(18) GWN7822
Layer 3 Multi-Gigabit
Network Switches



(700) GWN7661
Wi-Fi 6 In-Wall Access
Point



(50) GWN7662
Wi-Fi 6 Indoor Access
Point



(50) GWN7660ELR
Wi-Fi 6 Weatherproof
Long-Range Access Point

WHY GRANDSTREAM?

Following a thorough evaluation of networking solutions, Power SMTP selected Grandstream's complete, end-to-end networking solution to enhance and unify its IT infrastructure. The decision was driven by the need for a reliable, scalable, and cost-effective solution capable of supporting both wired and wireless connectivity across multiple business environments.

To address these needs, Power SMTP deployed a combination of Grandstream's enterprise-grade switches and Wi-Fi 6 access points, creating a fully integrated solution under one vendor. This strategic move simplified the network deployment and ongoing management while ensuring the infrastructure is well-positioned to support future growth.

1. High Performance & Stability

Grandstream's networking hardware delivers strong throughput, low latency, and stable performance for both wired and wireless connections. This ensures seamless operation across varied workspaces, from office environments to high-traffic areas, meeting the needs of modern digital workflows.

2. Centralized Management & Remote Access

Using GDMS Networking, Grandstream's free cloud-based controller, the resorts IT team can remotely configure, monitor, and troubleshoot devices from a centralized interface. This capability reduces operational complexity, minimizes downtime, and allows for efficient multi-site network oversight.

3. Cost-Effective Enterprise Features

Grandstream stood out for offering advanced enterprise capabilities at a highly competitive price. With no licensing fees, free cloud management, and affordable hardware, the solution provided substantial savings compared to competitors without compromising on functionality.

4. Scalable Infrastructure

The modular and flexible nature of Grandstream's platform allows for easy expansion as the resort continues to grow. New devices can be seamlessly added and integrated via GDMS Networking, ensuring a smooth scaling process without network disruption.

5. Trusted Reputation & Support

Known globally for its reliability and innovation, Grandstream brings a solid track record in IP networking. Backed by strong technical support, a commitment to regular updates and security enhancements, the solution ensures long-term performance and peace of mind.

THE RESULT

After the deployment of the Grandstream solution, The Sultan Gardens Resort has established stable and high-speed connectivity throughout the entire resort, that includes 520 spacious rooms and suites. The wide coverage range of Grandstream's Wi-Fi 6 access points ensured strong, consistent signal across all areas—including locations that previously suffered from weak connectivity. Frequent disconnections and downtime were eliminated, and centralized network management through GDMS Networking made troubleshooting faster and more efficient.

With Grandstream's solutions in place, the IT teams workload has significantly been reduced whilst improving overall network performance. With a scalable, future-ready infrastructure now in place, the organization is fully equipped to support the growing number of users and devices. As a result, both productivity and user satisfaction has increased substantially.

