

The Telkonet iWire System™

Captain's Quarters – Falmouth, Massachusetts / Surfside – East Falmouth, Massachusetts



Captain's Quarters



Surfside

	Captain's Quarters	Surfside
Type of building	Timeshare	Timeshare
Location	Falmouth, MA	Falmouth, MA
Year built	Early 1960's	Early 1960's
No. of buildings	1 building	3 buildings
No. of floors	3 floors	2 floors
No. of rooms	33 rooms	57
Telkonet installation date	January 2004	February 2004

Challenge

Find a better alternative for high-speed Internet access from a cost and time frame standpoint.

Vacation owners demand and expect the best in accommodations and services at their timeshare resorts, and part of their expectations include having high-speed Internet access in their rooms. John Hemeon-McMahon, Owner of Avariant Technology and a value-added reseller for Telkonet, fully understands this, as he installed broadband Internet access in two InnSeason resorts in Massachusetts a year and a half ago.

The Captain's Quarters in Falmouth and the Surfside in East Falmouth are upscale timeshare resorts, with spacious 1 and 2 bedroom suites with ocean and bay views, located close to the famous Martha's Vineyard. Both are two-stories – the Surfside consists of 3 buildings while the Captain's Quarter's is one building. The 33-room Captain's Quarters and the 57-room Surfside were the first InnSeason resorts to offer high-speed Internet access (HSIA).

Before selecting a high-speed Internet access system, John conducted intensive research to identify the best HSIA solution for these two resorts. First, he looked at a typical wired solution, but discovered that CAT 5 would have to be installed in each room. The installation would have been time-consuming and disruptive – plus quite costly, at around \$19,000!

Next, John explored the possibility of installing a wireless Internet access system. Contrary to what the name implies, wireless solutions are not wire-free. Wiring needs to be installed to connect the wireless access points (WAPs) to the network. To ensure a uniform and acceptable reception, John would have to install two wireless access points in each of the hallways, again causing disruption and a lengthy installation process. This too was an expensive endeavor at \$14,000.

Solution

Not only was the Telkonet iWire System installed quickly – within one day – but the low installation cost represented a huge savings over other wired and wireless options.

Realizing that these two Internet options were not viable from a cost and time frame standpoint, John continued his research to find better alternatives. Fortunately, John found an innovative system from Telkonet that appeared to be cost-effective, easy to install, and reliable. Telkonet's system uses powerline communications technology to deliver the Internet by leveraging a building's internal existing electrical wiring. It maximizes a building's existing infrastructure where the electrical system acts as both a power source and a network port, providing consistent and reliable HSIA at every electrical outlet in every room. In addition, the system works with any type of high-speed Internet signal, including satellite, cable, DSL and T1.

“Telkonet allowed us to offer this service with a small investment, thus not affecting our owner’s annual maintenance fees, a very important fact.”

Frank Rogan, General Manager
Captain’s Quarters and Surfside

Unlike the other wired and wireless Internet systems that were evaluated, with Telkonet, there were no large upfront capital costs. Instead, with Telkonet, Frank Rogan, General Manager of the Captain’s Quarters and Surfside, would pay a monthly service fee for the system, in addition to a modest installation cost. With Telkonet’s iWire System, an electrician is only needed for a short period of time to install Telkonet’s Gateways and Telkonet Couplers in the electrical room. This is all done behind the scenes, without disrupting timeshare owners or their rooms.

This looked promising to Frank, who agreed to try the Telkonet system at both resorts, and went ahead with the installation. Captain’s Quarter’s was installed within five hours and Surfside was completed within one day. With Surfside’s three buildings, an aerial cable was run to connect all the buildings. The low cost for both installations represented a huge savings compared to the other wired and wireless options. Telkonet’s system was vigorously tested by Frank and his staff for an entire month at both resorts. They tried to break the system, but were not able to do so, even when sending 80-meg files to be uploaded and downloaded!

Total Satisfaction

According to Frank, “The Telkonet system is the best thing since sliced bread.” Since the system was installed almost two years ago, he has only received seven phone calls between both properties, and the calls were not

related to issues with the Telkonet system. According to Frank, timeshare owners have been delighted with this new amenity. “They have found the system very easy to use. To access the Internet, users simply plug Telkonet’s iBridge™ into any 120 volt outlet and into an Ethernet connection on a laptop computer. It is as easy as plug-and-play – there is no need to install software or change laptop settings.”

With the Telkonet iWire System, every outlet is Internet-enabled, so users have the flexibility of working wherever there is an electrical outlet. And, since this is a wired system, they can be assured of a secure connection that cannot be accessed by other users. Frank has first-hand experience in seeing the owners use the Telkonet system. “The owners that have come to these two resorts and have used the Telkonet system are 100% satisfied. In the past at these properties, guests that absolutely had to get online to get things done were going to the library or to an Internet café. They are thrilled that is no longer the case! Because we are the best timeshare and vacation club in New England, we must have broadband Internet access as owners now expect it. Telkonet allowed us to offer this service with a small investment, thus not affecting our owner’s annual maintenance fees, a very important fact.”

A key benefit of the system for John is that the Telkonet iWire System is flexible and can act as a platform for many other applications. It has the capability of offering wireless hotspots in common areas of a resort, if needed. Also, the system can be used with surveillance cameras to monitor the hallways and vending machines. John has used Telkonet’s system for Voice over Internet Protocol (VoIP) at the Captain’s Quarter’s, where he used a Mitel switch on the network and then connected Telkonet’s iBridge into an IP phone. As John attests, “There are a ton of avenues where Telkonet’s system can be used – you can use it anywhere – you are only limited by your imagination.”

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