PALMER HOUSE

A HILTON® HOTEL

The Palmer House

Technical Capabilities Overview:

The Palmer House offers a customizable HSIA solution. Guest(s) or event attendees have the capability to connect onto the network either via an Ethernet cable or simply using our wireless access points.

Internet is crucial to productivity, our HSIA solution is not focused on providing reliable and fast services we challenged our ISP to create an infrastructure that delivers versatility, high-capacity, and security that is demanded by WLAN customers.

The Palmer House is one of the very few hotels in Chicago to feature 2 internet circuits.
At the Palmer House we have a 250-MB circuit in the guest rooms and a 500-MB circuit in the meeting space and exhibit halls - providing us with the strongest internet infrastructure for meeting and conventions facilities in the Chicagoland area. By having this set-up we can ensure that optimal bandwidth is provided within each of our guest rooms and within our conference space.

Majority of our technology conferences are based on the following core capabilities.

Infrastructure:

- We use fiber for the backbone and main pipe for our METRO E Circuit.
- CAT5 is used from our switches to our wall ports.
- Cisco Catalyst 3560CG Gigabit Core Switch

Support:

- The Hotel infrastructure is supported by Signal Digit and powered by AT&T.
- The Communications Department has representative's onsite 7 days week from 6AM-10PM to assist with any HSIA requirements for your show.
- In addition to this support the hotel also has a 24-hour support line that can be dialed from any guest room phone and a live tech is always available to assist.

WAPS:

- The Palmer House uses enterprise-class hardware that handles a high volume of data transmission and usage – Ruckus R700 (Three-Stream 802.11ac) 2.4GHz/5GHz) are set throughout out meeting space. Cisco (802.11ac) throughout the sleeping rooms.

Public v. Private IP's:

- IP's are Class A's, B's, or C's in our meeting space.
- We have 200 public addresses that we can allocate for VPN users and an additional 2000 private ip addresses to allocate for non-VPN users.
- Devices will be required to authenticate via a username/password.