

BROADBAND POWERED BY IDIRECT VELOCITY PLATFORM IMPROVES GUEST EXPERIENCE AT TREMIND AFRICAN EXPERIENCE'S ESSENCE VILLA

**South African lodge crafts exceptional stays for
adventurers and business professionals**

Challenges

Treemind African Experience's Essence Villa is a small, privately-owned lodge just west of the famous Kruger National Park in South Africa. Guests can stay at Essence Villa for a luxury experience carefully crafted for their needs, whether that means going on safari to catch a glimpse of wildlife's Big Five or holding a business meeting in a beautiful location. The lodge accommodates a range of visitors from families, newlyweds, adventurers to working professionals for corporate trips.

"Everyone seeks a little peace and quiet and tranquility these days but also wants to be constantly connected. With Twoobii we can now offer it all to our guests. Additionally a reliable connection for our business operation helps us to run smoothly and efficiently, thus ultimately giving us more time to concentrate on the most important thing, our guests."

Robert Hattingh
Owner
Treemind African Experience

The remote location of the Villa is also one of its main attractions, enabling people to 'get away from it all' and feel like they have escaped from the busy nature of modern life. However, despite enjoying the secluded nature of the experience, guests also have expectations in terms of connectivity.

Today, individuals expect to be connected no matter where they are so that they can share their experiences on social media, keep in touch with family and friends and even stream or share video. For business guests, this is even more vital as completion of tasks is reliant upon a steady connection to the application they are using. Moreover, staff rely upon connectivity to enable them to carry out their tasks more effectively and to operate critical systems such as reservations. Due to the lodge's remote location near the town of Hoedspruit, reliable connectivity from terrestrial networks became a problem. Outages and unpredictable service began to impede Skype meetings for business guests, communications between staff, and overall guest satisfaction.

Solution

Treemind African Experience realized they needed to find a new solution — connectivity that was both always available and fast. Treemind African Experience decided to

invest in Q-KON's Twoobii service, which was launched in October 2018 for users without access to traditional fiber. Q-KON's Twoobii business broadband service is powered by IntelsatOne Flex. IntelsatOne Flex for Enterprise, powered by the iDirect Velocity platform with iQ Desktop remotes, is a powerful combination that enables Q-KON to provide a flexible business broadband service that meets a variety of end-user needs at high data rates and low costs.

Results

Since installing VSAT service, Essence Villa has seen a dramatic improvement in coverage — and they ran the speed tests to prove it. The lodge has seen improved Skype call stability for business guests, and guests can now stream video. The access to reliable connectivity gives guests peace of mind, knowing that, though remote, their location is not a barrier in terms of reaching loved ones and sharing their very unique experiences at the Villa. Essence Villa staff also can more easily communicate over WhatsApp on their smartphones — previously they relied on specific locations on the grounds for coverage. Overall, the reliable coverage provided by VSAT service has allowed the lodge to provide the exceptional experience they promise all their guests. Treemind African Experience also reports they will be considering VSAT services as they expand their portfolio of future properties.

