Mohegan Sun Enhances Guests' Experience with In-Room Technology Powered by AirWatch

The Client

Mohegan Sun at Pocono Downs is one of the largest and most distinctive entertainment, gaming, harness racing, shopping and dining destinations in Pennsylvania. Located in Wilkes-Barre and owned by the Mohegan Tribal Gaming Authority, it has 82,000 feet of gaming space and is home to nearly 2,300 slot machines and electronic table games. In July 2010, Mohegan Sun made history for being one of the state's first casinos to add 84 live table games such as Blackjack, Roulette, Craps and Poker.

The Challenge

Prior to selecting AirWatch® by VMware®, the mobile fleet at Mohegan Sun was comprised of BlackBerry devices. "We needed to find an enterprise mobility management (EMM) solution to secure our mobile devices on a new platform and scale with our growing organization. We also sought the flexibility to support various operating systems as part of our bring your own device (BYOD) initiative," explained Dan Lynn, director of information technology, Mohegan Sun at Pocono Downs. The resort expanded in November 2013 to include a 20,000 square foot event center and a 238-room hotel that features an iPad in every guest room. Keeping the team members of Mohegan Sun connected across the expansive property is a key component to providing guests with top tier service during their stay, and therefore a high priority for Lynn and his team.
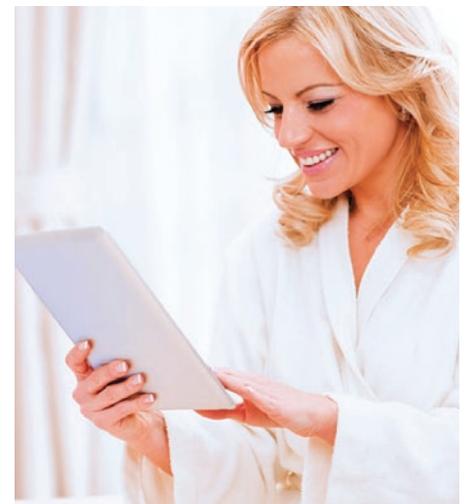
Solution Overview

- Customer: Mohegan Sun at Pocono Downs
- Industry: Hospitality
- Geography: North America
- Features: BYOD, MDM, MEM
- Devices: 300 – 500

The Solution

Mohegan Sun began evaluating EMM solutions in 2011 after deciding to migrate away from BlackBerry. "Once the decision was made to invest in an EMM solution, we evaluated AirWatch and one other mobility management provider. After thoroughly researching both options, my team determined that AirWatch was the best fit for our needs, due to ease of management, customer support and cost," said Lynn, who uses AirWatch to manage the resort's fleet of more than 400 iPads®, iPhones® and iPod® touches.

Lynn and his team deployed mobile devices to team members across multiple job functions, from housekeeping staff to executives. Managers and leadership team members use iPhones to access corporate email and to stay connected.

Team members rely on iPads for collaboration services and to establish VPN sessions to access corporate apps, such as purchasing, MS Office and file shares. The housekeeping and facilities teams use iPod touches to access HotSOS, an app that manages work orders and productivity.

As part of the resort's newest expansion, each guest room is equipped with an iPad, allowing travelers to peruse room service and spa menus, click on links to restaurant and local attraction websites, and browse the Internet. To further personalize their stay, guests are able to request additional pillows and towels directly on the iPad, which is back-ended to HotSOS. All of the guest room iPads are placed in kiosk mode and run an application built by a third-party vendor and managed by AirWatch.

The iPads are docked on an iHome device, which allows guests to stream music and help them unwind after a long flight or day of meetings. "We encourage guests to take the iPads throughout the property during their stay. We have received positive feedback from guests regarding this in-room technology," said Lynn.

To provide team members with the option of using their personal device at work, Mohegan Sun at Pocono Downs is implementing a BYOD policy. "The BYOD program has been well-received by our team," said Lynn. "Team members are allowed to have their device on the internal network as long as it is enrolled into AirWatch. They understand that their devices are fully managed by our IT department, meaning we can perform a remote wipe if necessary," he continued.

Up Next

Lynn and his team will continue to utilize AirWatch to deploy applications to team member and guest room devices. The majority of the applications that will be deployed will be third-party solutions. "We plan to expand our mobility initiative to keep pace with trends in the hospitality industry and our internal growth," said Lynn. "I'm interested in learning how AirWatch® Secure Content Locker™, SharePoint integration and telecom management with AirWatch can enhance our long-term mobile strategy."

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>
> – **Dan Lynn**
> Director of IT
> Mohegan Sun
> at Pocono Downs