Hotel Internet SERVICES
Keeping People Connected™

Residences at Daniel Webster
Merrimack, New Hampshire

Introduction

RESIDENCES
at
Daniel Webster

An extended stay property that offers flexible occupancy terms, Residences at Daniel Webster seeks to provide its long-term guests with every amenity that can ensure their ability to obtain a complete "home-away-from-home" experience. Located in Merrimack, New Hampshire, property features include suites equipped with full kitchens, a fitness center, outdoor swimming pool and laundry facilities. Yet with many of its guests seeking accommodations due to business travel-related needs, Residences at Daniel Webster leadership fully understands the need to ensure a seamless and fast internet connection in order to maintain high rates of guest satisfaction.

Challenge

With a majority of Residences at Daniel Webster guests now typically bringing multiple high-powered personal devices that they desired to connect to the property's internet service, onsite leadership recognized the importance of providing a Wi-Fi infrastructure that could accommodate increasing demands on its capabilities. However, the extend stay hotel's legacy network would frequently suffer from dropped connections and slow speeds. With many business traveler guests needing immediate and reliable Wi-Fi access to complete work-related tasks, this would often result in a number of guest complaints leading to reduced satisfaction with the overall hotel stay experience. As a result, the property sought out a reputable and leading provider of internet and Wi-Fi services technology that had extensive experience in serving the unique needs and challenges of the hospitality industry.

Property leadership ultimately decided to partner with HIS in implementing a network upgrade due to the company's industry-leading expertise and strong reputation with previous clients. As a provider that specializes in serving the unique connectivity needs of the hospitality industry, HIS was able to ensure a high-speed and reliable Wi-Fi service throughout all areas of the property, including all suites, the on-site fitness center, club house and swimming pool areas. This was achieved using the latest in Wi-Fi network technology which included Ruckus access points being installed within strategic areas throughout the property, guaranteeing that guests can look forward to a strong and consistent Wi-Fi signal regardless of their physical location or the number of devices connected to the network at any one time.

> *Obtaining fast and reliable Wi-Fi is a top priority for business travelers and properties that are unable to accommodate this need will inevitably experience a decline in repeat stays and reputation, so working with a reputable provider such as HIS is crucial to a hotel's business," said Robert Damiano, Regional Property Manager for Residences at Daniel Webster. "After previously working with another provider that could not deliver requested results, we are extremely satisfied with our partnership with HIS and their ability to implement a network capable of fulfilling guest expectations in a timely manner. Thanks to their industry-specific expertise and responsive customer support, our property has noticed a significant increase in guest satisfaction along with a rise in favorable online reviews.*

In addition to offering unmatched expertise and access to the latest in network technology designed for the needs of the hospitality industry, HIS further provides Residences at Daniel Webster with the ability to receive immediate 24/7 customer support. This includes providing troubleshooting services for guests experiencing connectivity issues, ensuring a swift resolution and ability to consistently maintain high guest satisfaction levels.

Project Requirements

- Ensure the ability to provide each guest with a fast and reliable Wi-Fi connection regardless of their onsite location or the number of personal devices connected to the network at any one time.

- Maintain a consistent rate of guest satisfaction by ensuring that network performance continues to deliver exceptionally high connectivity quality.

Solution

- Leverage HIS' unique hospitality industry expertise to implement a cutting-edge network that utilizes strategically placed Ruckus access points to deliver a fast, svtrong and consistent signal throughout all property areas.

- Offer 24/7 instant customer support for both hotel staff and guests to ensure that any troubleshooting issues are immediately resolved.

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CONNECTED

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