



## Radisson Salt Lake City Downtown



### Introduction

Catering to a diverse guest demographic visiting the heart of Utah's state capital, Radisson Salt Lake City Downtown offers a range of enticing amenities for guests seeking comfort, convenience and relaxation away from the bustling city environment. A 381-room property benefitting from an extensive renovation, the hotel aims to provide travelers with a modern stay experience supported by the latest comforts and amenities. This includes a goal to address universal guest expectations for reliable and fast access to the internet.

Featuring an indoor heated pool and hot tub, an onsite restaurant and coffee shop, hotel leadership while catering to a range physical guest needs, also aimed to address modern guest demands for seamless internet access with a priority on delivering fast speeds and unmatched service reliability. To ensure desired results, Radisson Salt Lake City Downtown ultimately sought out a trusted and affordable network solutions provider able to demonstrate a proven track record of success in addressing modern online guest needs.

By partnering with HIS to update its network abilities, the hotel is able to rely on the proven expertise of a leading hospitality industry connectivity solutions provider to ensure alignment with growing guest expectations. Using a combination of HIS industry-specific knowledge and access to advanced network solutions such as Ruckus access point technology, the property is now able to ensure fast speeds and reliable WiFi signal strength for all onsite locations. To guarantee that each guest experiences a high quality connection, the property's upgraded network abilities can also monitor and automatically manage bandwidth use, ensuring that each user receives their fair share of online resources.

**“Travelers visit Salt Lake City for a wide range of reasons but virtually all are seeking out a WiFi service they can rely on to communicate, perform work, or to simply read the news or find entertainment,” said John Green, General Manager at Salt Lake City Downtown. “Hotel Internet Services, a Choice Qualified Vendor, proved to be the clear choice in modernizing our guest WiFi service thanks to its track record of designing the best networks. While benefitting from HIS’ 20 years of wireless expertise, our guests have been overwhelmingly satisfied with the speeds, connectivity and amount of bandwidth that we can now provide. With HIS further offering exceptional customer support, we are highly confident in our ability to continue delivering consistently high service quality that always matches or exceeds the expectations of our guests.”**

Solutions and service offerings provided by HIS are backed by industry-leading 24/7 monitoring and support services. With both staff and guests able to benefit from HIS support, this advantage ensures that any performance or troubleshooting issue is quickly corrected before online satisfaction scores are negatively impacted.

As a full solutions connectivity provider, HIS has also been selected to address the hotel's in-room entertainment needs with its GuestCast streaming solution. Purpose-built specifically for modern hotel guest needs. GuestCast once installed will ensure a user-friendly, highly personalized and fully secure content streaming experience that always lives up to guest expectations.

## Project Requirements

- Ensure high-speed and reliable Wi-Fi connectivity that meets with guest expectations throughout all onsite hotel areas.
- Maintain consistently high service quality to prevent any lapses in guest satisfaction.

## Solution

- Utilize HIS industry expertise and access to the latest in network technology to guarantee a fast and strong Wi-Fi signal penetration able to reach guest devices regardless of location.
- Offer instant access to 24/7 HIS support in order to swiftly resolve virtually any network performance or guest troubleshooting issue.

