

## Best Western Plus Dubuque Dubuque, Iowa



### Introduction

Best Western Plus Dubuque in Iowa serves as a full-service hotel featuring both standard and extended stay accommodations. With 150 guestrooms and 8,500 square feet of meeting space, the property is committed to the ongoing enhancement of guest experiences by adopting the latest amenities resulting in increased comfort, convenience and service quality. Property services and offerings include units equipped with full-sized kitchens, an onsite business center, indoor swimming pool, restaurant and fitness center.

### Challenge

Best Western Plus Dubuque's commitment to continuous improvement also extends to keeping pace with modern digital trends and increasing bandwidth needs. Recognizing growing guest and building operation needs for a faster online connection, property leadership set itself the task of updating its WiFi network capabilities to be in line with modern standards and expectations. The hotel therefore aimed to deploy a high-performance network able to guarantee fast speeds for both guest devices and IoT-based amenities and services.

The decision to work with Hotel Internet Services reflected its goal of leveraging the most advanced and robust internet technology and industry expertise to deliver high-speed network performance and reliability, regardless of a guest's physical location on the property.

Cutting-edge network hardware deployed for the upgrade includes WiFi 6 compatible Ruckus access points to ensure scalability and widespread WiFi signal penetration. Following a swift and non-disruptive installation by HIS technicians, hotel staff and guests alike have reported an impressive uptick in network performance. This includes download speeds increasing from 40 Mbps to 459 Mbps, while upload speeds have risen from 20 Mbps to 85 Mbps. In addition to improving online experiences for personal devices, the HIS network upgrade also plays a key role in modernizing guest amenities, with newly added offerings such as in-room content casting and streaming able to receive the bandwidth needed to function flawlessly.

**“Fast and reliable WiFi is the cornerstone to creating a modern hotel stay experience that meets guests preferences and expectations, so we aimed to upgrade our own capabilities to the best that the industry has to offer and Hotel Internet Services without a doubt is a provider able to deliver,” said Shannon Siegert, Director of Sales at Best Western Dubuque. “After an easy and straightforward upgrade process, we have received nothing but great feedback from our guests and we look forward to continue providing the same high quality WiFi connectivity thanks to being backed by HIS with its effective support.”**

Available 24/7 to both staff and guests, HIS support services are readily available to address any internet performance or troubleshooting issue. By proactively monitoring network health in real-time, experienced HIS technicians can often detect and correct a potential issue before it has a chance to affect guest satisfaction.

## Project Requirements

- Upgrade WiFi network abilities to be able to reliably support guest devices and hotel systems/services with fast internet speeds.
- Ensure that the hotel has a seamless and cost-effective path for future network upgrade and expansion needs.
- Provide an effective solution for addressing daily network performance issues that may appear.

## Solution

- Leverage HIS expertise to deploy a network design able to increase download speeds from 40 Mbps to 459 Mbps.
- Utilize advanced and scalable solutions including WiFi 6 compatible Ruckus access points to streamline and make future upgrade needs more affordable.
- Offer 24/7 HIS support to both guests and staff for the swift resolution of troubleshooting and service quality challenges.

