

Happy Guests for Quest on William with cnPilot™

“I like the ease of installation and remote management. The product is high quality and works better than advertised. In short; if we don’t have any issues with onboarding equipment or managing equipment then we have an easy product to manage which translates into client happiness.” -

FRANK GRECO, PRINCIPAL CONSULTANT, NINEDOTSIT

Overview

QUEST ON WILLIAM IS A HIGH-END APARTMENT HOTEL in Melbourne, offering guests 12 floors of luxury accommodations with all the conveniences of a home rather than a hotel room. To upgrade their Internet services, Quest’s IT provider NinedotsIT selected Cambium Networks solutions to ensure reliable, high performance connectivity for both internal and guest use.

The property had old and aging infrastructure delivering access by DSLAM/MODEM combination. The service wasn’t satisfying guests, who inadvertently compounded problems by tampering with modems in attempts to improve connection. With too many apartments over utilizing the already inadequate coverage, Quest needed a reliable solution, fast, while also adhering to budget.

NinedotsIT’s Frank Greco found cnPilot™ Enterprise 802.11ac Wave 2 access points, “I liked the e400, so I decided to deploy these devices over the complete building. We Installed 58 e400’s across 12 floors. Immediately after installation we saw fantastic results, with complaints down to zero.”

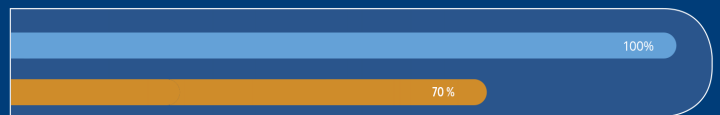


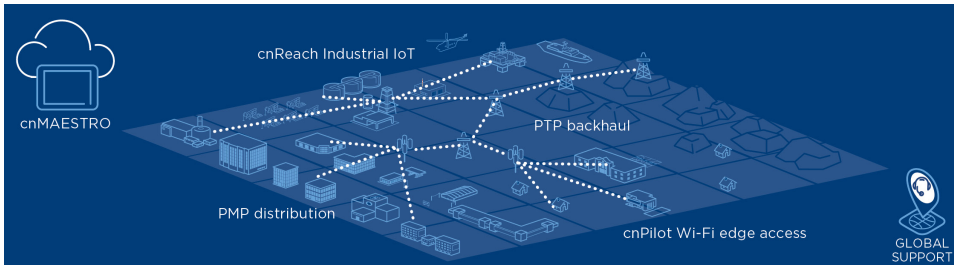
WHY NINEDOTSIT CHOSE CAMBIUM NETWORKS

- Ease of installation
- Low maintenance performance lowers total cost of ownership

30%
Reduction
in Wi-Fi
AP Costs

BEFORE
AFTER





BEST PRACTICES

- Ensure that the site survey is accurate and complete for a reliable implementation.

Solution

USER DENSITY VARIES DUE TO THE OCCUPANCY OF THE HOTEL, but the cnPilot equipment can easily handle at least 50-60 individual concurrent connections, supporting streaming, general web surfing/email, VPN connections, and VOIP applications such as Whatsapp, Viber, Skype, and more.

Results

QUEST ON WILLIAM IS VERY HAPPY WITH THEIR NEW INFRASTRUCTURE, reporting that the front office staff is especially satisfied no longer fielding guest complaints. Their guests can log in quickly and easily, and there are no further issues with booking via websites such as Expedia and Tripadvisor.

