

# CASE STUDY



“My hotel has been an award-winner with Best Western for many years now. Our only problem was the Internet... [Hospitality WiFi] assured me that they would improve our scores for WIFI or I would get my money back. How could I go wrong?”

**Janet “Jan” Bowman**  
General Manager  
Best Western Plus Ambassador Suites Venice (FL)

## COMPANY OVERVIEW

The Best Western Plus Ambassador Suites Venice (FL) is an 83-room hotel that serves Florida’s resort region. They have tried multiple Wi-Fi vendors in the past without finding a solution that worked for this hotel’s needs.

## REQUIREMENTS

- Need to address challenging environment with concrete construction
- Did not want to drill through floors or run unsightly wiring in hallways

## SOLUTION

- In-room Wi-Fi using Extreme Networks 802.11ac T5 WiNG System

## BENEFITS

- In-room Wi-Fi provides better signal for guests
- No need to core-drill to run cabling
- Supports both new and legacy devices

## Best Western Plus Ambassador Suites Venice Finally Finds a Wi-Fi Solution They Can Work With

The Best Western Plus Ambassador Suites Venice (FL) has been an award-winning hotel for many years, with excellent guest satisfaction scores in diverse areas such as customer care, cleanliness, and breakfast. But they had one problem: Their guest Internet was “a nightmare.”

Janet Bowman, the hotel’s GM, says that the hotel had tried 3 different Wi-Fi vendors in the



past, with no luck. They invested significantly in new equipment and upgrades to improve their network, but the installed solutions fell short of expectations. Janet investigated Best Western’s list of Endorsed HSIA vendors, and her RSM recommended Hospitality WiFi. She then met with our representative, who assured Bowman of our experience and dedication to improving guest Wi-Fi scores.

In Bowman’s words, “[Hospitality WiFi] sent someone to our property to check out what we had and what was needed. I did have to provide some information, but they were able to handle most of it without me being involved, and because I’m a 61-year-old person who knows nothing about electronics, this was a pleasure for me.”

The hotel presented some challenges, most notably the concrete construction. Other providers had suggested core drilling for wiring between floors, but that was not a desirable solution. Bowman also didn’t want to run unsightly wires down hallways. Based on these restrictions and the needs of the hotel, the team proposed the Extreme Networks T5 system, which provides affordable high-speed Wi-Fi over a property’s existing telephony wiring.

The Extreme Networks T5 wireless WiNG system not only eliminates the need for core drilling and unsightly wiring, but also improves signal strength and performance by bringing Wi-Fi where the guests are, ensuring a quality wireless experience across the property. In addition, 802.11ac technology is designed to support new and legacy devices, a crucial deliverable for wireless networks today as guests now bring an average of 2-3 devices with them when they travel. With the new solution, Hospitality WiFi and Extreme Networks guaranteed 5GHz Wi-Fi coverage, further improving performance for guests using mobile devices.

Bowman was pleased with the installation process and the performance of the new Wi-Fi solution: “Before I knew it, our equipment arrived; the installer came the next day, and in 3 days, we were up and running. The installer stayed on the final night and just went up and down the hallways checking for dead spots and making sure everything was operating properly.” Best of all, the hotel hasn’t had a single complaint in the last several months!



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