

# CASE STUDY



Hospitality WiFi has helped this resort management company improve guest satisfaction while turning an in-demand amenity into an opportunity for increasing revenue with enterprise-grade equipment, custom billing plans, excellent guest support, and monthly revenue sharing.

## Hospitality WiFi Helps Resort Management Company Turn a Cost Center into a Profit Center with Stable, Secure Wi-Fi

When an international resort management company was looking for an opportunity to provide their guests, owners, and staff with wireless Internet access, Hospitality WiFi produced a plan to turn a cost center into a profit center. Our ability to provide enterprise-grade equipment, custom billing plans, and excellent guest support was just what these resorts needed.



Hospitality WiFi installed access points throughout each resort (including guest rooms), providing 100% coverage to guests, owners, and staff. Using equipment from trusted providers such as Proxim, Ruckus Wireless, and Radius Gateway, Hospitality WiFi provided stable and secure wireless Internet access to meet and exceed guest expectations. Quality equipment, along with Hospitality Wi-Fi's 24 x 7 x 365 guest support, ensures that the networks are trouble-free and easy to maintain.

Custom billing plans have helped the company to increase their revenue stream by turning a cost center into a profit center. Hospitality WiFi created unique billing plans to meet the needs of these resorts, and owners and guests can choose between daily and weekly Internet access plans. Hospitality WiFi handles all credit card transactions, furnishes the resort management company with detailed transaction reports, and reimburses the company with a monthly check that has allowed a return on investment within sixteen months.

Wireless Internet access that is fast, reliable, and available not only in main areas of a resort but also in guest rooms is fast becoming a requirement, without which guests will not return. Hospitality WiFi creates wireless solutions that will not only meet this guest requirement, but will also turn a basic amenity into an opportunity for increasing revenue. Hospitality WiFi has seen an increasing need to provide this type of custom solution to resort management companies. Such plans offer them a cost-effective and manageable way to create a consistent revenue stream while providing top-of-the-line equipment, installation, and in-house guest support.

The resort management company has been pleased to meet guest demand for fast, reliable wireless Internet while turning a cost center into a profit center. They have been overwhelmed by the positive response from guests and owners. Guests are happy to have stable, secure wireless access no matter where they are within a resort, staff are better able to perform their jobs by connecting different functions and improving responsiveness to issues on the property that may affect guest satisfaction, and owners have been delighted with the increasing monthly revenue stream from an in-demand amenity.