



Lakeside Chautauqua

Large multi-building campus on the shore of Lake Erie serves local residents as well as groups from the local area and beyond

Pavilion used for church activities, recreational activities such as sailing/boating and yoga/exercise classes, concerts, and more; Hoover Building hosts large conventions and concerts with 2,000+ seating capacity; events and meetings also held in various other buildings

Solution Overview

- Latest phase focused on improving coverage and connectivity
- Upgraded gateway and switches and added/upgraded APs
- “Remember Me” added for easier logins by returning guests
- Ruckus controller added to optimize network traffic for connected devices, improve performance and security, and simplify network management

“[The updated solution is] everything that I wanted and more- it’s been working perfectly for us. It looks and works great. I’m really pleased with everything and couldn’t be happier with the results!”

– Tyler Wilkie, IT Manager & Accountant

CUSTOM SOLUTIONS FOR AN IMPROVED GUEST EXPERIENCE

Lakeside Chautauqua is an historic campground and recreation facility on the shores of Lake Erie in northern Ohio. Lakeside Chautauqua has been attracting families as a summer destination since 1873. Many individuals and large groups use the campus for a variety of classes and events.

The Challenge

Several years ago, the property chose Hospitality WiFi to replace the existing WiFi solution and extend it to the whole campus. The new solution was praised by users, but since then it has become clear that additional improvements were needed – in particular, greater capacity and better coverage campus-wide to support both staff and guests. The need to preserve the historical look and feel of the campus presented an additional challenge when it came to installing equipment.

The Solution

Hospitality WiFi installed an upgraded gateway and switches, as well as more access points and a controller, to improve coverage and performance campus-wide. There was a particular focus on larger buildings including the heavily-used Pavilion, which previously only had a single AP; additional APs were added to increase availability and bandwidth for a large number of simultaneous users, as well as to add capacity for IoT-connected devices such as programmable lighting for events. The installers took care to hide devices and wiring so as not to disrupt the ambience of the campus.

The Results

Tyler Wilkie, the IT Manager & Accountant for Lakeside Chautauqua, has been thoroughly delighted with the results. “It was great working with the whole Hospitality WiFi team to get this all done, and it’s been better than I could have expected. Coverage in the Pavilion is 1000% better!” He says that “pretty much everybody” uses the solution and that there are now fewer service calls due to the increased capacity for users. Wilkie also noted, “It wasn’t easy, especially with the need to make it look good from the outside, but everything looks and works great!”