



Comfort Inn Rockland - Boston

101 rooms, a beautiful property with side sitting area and library off the lobby, plus an extended breakfast room, fitness center and snack bar

Mixed corporate/leisure

Urban area; hotel serves the greater Boston, MA area, including the South Shore and Cape Cod

Solution Overview

- Replaced existing gateway with a Radius Gateway and integrated existing APs
- Began providing 24x7x365 technical support for guests and staff
- Scores have been consistently high since the transition

“It was something that had to be done, and for the most part, I didn’t have to deal with it- the GM usually has to deal with everything! I just had to answer a few questions, maybe let people into the rooms, but it was otherwise hands-off, which is not typical for such a big project, and it did help! All the teams seemed to work together, so I didn’t have to be a middleman.”

– Brian McNally,
General Manager

SOLUTIONS FOR CHOICE HOTELS – EXCEEDING STANDARDS AND IMPROVING THE GUEST EXPERIENCE

The Comfort Inn Rockland - Boston is a 101-room hotel in greater Boston, serving the South Shore and Cape Cod regions. In addition to offering WiFi in guest rooms, the hotel also maintains coverage in the lobby and breakfast room. The hotel, managed by Giri Hotel Management LLC, serves a mix of business and leisure guests, with more corporate travelers during the week and leisure travelers on weekends.

The Challenge

When Choice Hotels updated their HSIA brand standards, the Comfort Inn Rockland – Boston needed to make some adjustments. They chose Hospitality WiFi, a Choice Hotels Qualified Vendor for HSIA, because of their ongoing experience with Hospitality WiFi at other hotels managed by the Giri team.

The Solution

Hospitality WiFi assessed the network to determine what upgrades would be needed to meet the new brand standards. They replaced the gateway but were able to integrate the existing installed APs, saving the hotel time and money, and also began providing 24x7x365 comprehensive technical support for guests and staff.

The Results

“The experience has been good!” says GM Brian McNally. “Everyone on the guest WiFi side did what they needed to do; they even helped with Comcast to get fiber installed, and the whole process went smoothly.” McNally was particularly happy that he “didn’t have to be a middleman” during the installation process. “The GM usually has to deal with everything! It was mostly hands-off for me. All the teams just seemed to work together to get this project done.” Hospitality WiFi took care of brand certification for the solution as well. Results have been positive, with consistently high guest satisfaction scores. “We haven’t had any complaints,” says McNally, “and when people do need help using the network, it’s easy to get it.”