



Clarion Hotel & Suites Fairbanks near Ft. Wainwright (Alaska)

128 rooms, plus meeting and event space, fitness center, and bistro

Serves business travelers year-round and tourists mainly during the summer

Urban setting near airport, university, and downtown area

Solution Overview

- Implemented Choice Advantage with SkyTouch PMS to improve the guest login experience and management of guest logins
- PMS has made it easier for guests and staff, since there is now no need to keep track of login codes

“Having a cloud-based integration has been amazing. When we went to Choice Advantage, we had IP-based everything, and everything was physical – we had to physically integrate everything. Being able to take it all to the cloud has been so much better. It’s so much better than local, onsite integration.”

– Will Port,
Systems Administrator

SOLUTIONS FOR CHOICE HOTELS – SAVING TIME, MONEY, AND EFFORT WITH PMS INTEGRATION

The Clarion Hotel & Suites Fairbanks (Alaska) is a 128-room hotel near Ft. Wainwright. In addition to its guest rooms, the hotel maintains meeting and event space, plus a fitness center and bistro. The hotel serves business travelers such as government contractors and railroad employees year-round and vacationers and other leisure travelers mostly during the summer tourism season.

The Challenge

The original impetus for the hotel transitioning to Hospitality WiFi’s service and support was that HWF is one of just a few Choice Hotels-approved HSIA vendors. After using Hospitality WiFi’s service and support for some time, the hotel’s sysadmin, Will Port, wanted a solution that would ease logins for guests while restricting use only to guests in order to manage better the high costs of bandwidth usage.

The Solution

Hospitality WiFi began discussions with Will Port regarding the benefits of the cloud-based Choice Advantage/SkyTouch PMS interface, which would use a last name/room number process to log onto the Internet. Port liked the idea of guests being able to sign into the WiFi using just the guest last name and room number instead of the existing system of rotating codes. This would not only better control network usage but streamline the guest check-in process to become more efficient and improve ease of use for guests. He noted that “This is what many higher-end hotels are using, and it’s much easier for guests and staff alike.” The solution also makes it easier to keep the guest network only for use by guests and not the general public, saving on bandwidth costs while improving overall performance.

The Results

Will Port has been pleased with both the guest support and the PMS integration. He says that “PMS authentication has made it much easier for guests and staff alike – there’s no need to remember a code and change it from week to week.” Guests are finding it easier to sign in, and they no longer have to keep asking for the password or login assistance. The hotel has also been able to save on bandwidth costs by limiting use to guests only.

Port has also appreciated the simplicity of the cloud-based integration – “It’s so much better than local, onsite integration” – and he’s been happy with the support the hotel has received in working directly with SkyTouch to ensure a smooth implementation. “It’s always easy to get support when it’s needed. Hospitality WiFi finds a way to do things, which isn’t always the case with hospitality integration – everyone knew what they were doing and just got it done.”