



Comfort Inn Augusta (Maine)

99 rooms on 3 floors, plus indoor heated pool and hot tub, on-site restaurant, business center, and fitness center

Serves business travelers year-round and tourists during the summer

Urban setting near Maine State Capitol and University of Maine; 5 miles from Augusta State Airport

Solution Overview

- Added RG-651h gateway to manage existing Ruckus access points
- Began providing 24x7x365 technical support for guests and staff
- Scores have improved, with less need for support calls

“[The transition itself] was pretty easy – we didn’t really have any issues. There was no down time, and guest impact was minimal. Everything has been running pretty smoothly since the transition.”

**– Jeffrey Howes,
General Manager**

SOLUTIONS FOR CHOICE HOTELS – BETTER WiFi, BETTER SUPPORT

The Comfort Inn Augusta is a 99-room hotel near the Maine State Capitol. In addition to its guest rooms, the hotel maintains a indoor heated pool and hot tub, on-site restaurant, business center, and fitness center. The hotel, managed by Giri Hotel Management LLC, serves business travelers year-round and leisure travelers during the summer tourism season.

The Challenge

When Choice Hotels updated their HSIA brand standards, the Comfort Inn Augusta wished to improve the quality of their WiFi network and guest satisfaction. 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 changes would be needed to meet the Choice brand standards. An RG-651h gateway was added to simplify network management while integrating the existing Ruckus access point infrastructure. This expedited the improvement in guest satisfaction while allowing the hotel time to budget for future upgrades. Hospitality WiFi began providing 24x7x365 comprehensive technical support for guests and staff.

The Results

GM Jeffrey Howes was pleased with how easy the transition was and reports that things have been running well since the transition to Hospitality WiFi’s service and support. “We had been having some issues with our previous provider, but now the support is better and the WiFi signal is stronger.” Since moving to Hospitality WiFi, he also notes that “More of the impact has been felt in reduced calls to the front desk. There have been fewer complaints, fewer guests have needed help logging in or using the WiFi, and they haven’t had the previous problem of getting booted off the network.”