



Comfort Inn Schaumburg, IL

114 rooms on 4 floors, with a pool and breakfast area

Mix of business and leisure travelers

NW Chicago suburbs within a short drive from O'Hare International Airport

Solution Overview

- Designed and implemented a new network using Radius Gateway RG-651h gateway and 24 RG-AP1301 series access points and Ruckus switches
- Solution was designed to current Choice brand standards and meet guest experience expectations
- Added the HWF Remember Me option in conjunction with the required WiFi controller for easier guest logins and improved network management

“Everything went well with the installation, and it was actually pretty simple. There wasn't much back-and-forth needed, maybe just a couple of calls, and [our sales rep] Ben took care of everything. The installer knew where he needed to be and what needed to be done, and he just took care of it.”

– Chad Patel,
Property Consultant

SOLUTIONS FOR CHOICE HOTELS – EFFORTLESSLY IMPROVING GUEST WIFI

The Comfort Inn in Schaumburg, IL, is a 114-room hotel near Chicago's O'Hare International Airport. In addition to the guest rooms, the hotel maintains a pool and breakfast area. The hotel serves both business and leisure travelers.

The Challenge

The Comfort Inn Schaumburg recently transitioned from another hotel flag. As part of that process, the owners identified the need to upgrade the guest WiFi network to improve performance and guest ratings but wanted to be sure that the upgrade would meet Choice Hotels brand standards. Property consultant Chad Patel chose Hospitality WiFi for our expertise as a Choice Hotels Qualified Vendor to ensure that the hotel had the right guest network.

The Solution

Hospitality WiFi designed a guest network using Radius Gateway equipment to ensure compliance with Choice Hotels brand standards and to meet increasing guest expectations. The hotel also included the “Remember Me” feature, whereby a repeat guest seamlessly logs back in to the WiFi, eliminating need to access the login page on every visit.

The Results

The installation went smoothly, and Mr. Patel was especially pleased that the process ran smoothly with little involvement on his part. “I had worked with [sales rep] Ben Ziegler previously and was impressed by his dedication. He took care of everything. We had one or two calls, he got the floor plan from me, and then he just took care of what they needed to do, and the Hospitality WiFi team delivered on its commitment with great service.” The upgraded guest network has been certified to meet Choice brand standards, and thus far it has been “all good!”, with no problems or complaints. Mr. Patel noted the added value of being able to contact his sales rep directly when needed – “He's always there for us, and he even works weekends!”