

Old Equipment and Wiring Mess Made for Unhappy Guests and Staff

“I like Hospitality WiFi because they are easygoing and take care of business. They’re even willing to help with things that are not necessarily their responsibility.

“The installation was a breeze, and the team stuck around an extra day to make sure everything was right.”

Kurt Schlunegger
Owner/GM
Swiss Inns LLC

The Best Western Swiss Clock Inn in Pecos, TX, in the heart of oil country, is a unique and charming property with many amenities. The property includes 105 guest rooms in 6 connected buildings, plus a restaurant and tavern, a courtyard, an outdoor BBQ/picnic area, an outdoor pool, and a fitness area.



However, guests were complaining about poor WiFi performance, and the previous WiFi installation had left a “spaghetti mess” of wiring for staff to contend with. The lackluster WiFi performance was especially disappointing since most of the guests at this hotel are longer-term guests who bring with them on average 4-5 devices per room.

COMPANY OVERVIEW

The Best Western Swiss Clock Inn in Pecos, TX, is a unique and modern 105-room hotel. The property includes multiple buildings under one roof, as well as a restaurant, pool, and fitness area.

REQUIREMENTS

- Needed to upgrade older WiFi due to guest complaints.
- Solution needed to support long-term guests with 4-5 devices per room.
- Existing wiring needed to be cleaned up.

SOLUTION

- 802.11ac solution from Radius Gateway, combined with Extreme Networks switches.

BENEFITS

- Improved performance and fewer guest complaints.
- Easier guest logins and staff management.

As owner Kurt Schlunegger lamented, “Everything today in hotels is tied to the Internet, yet technology is changing so fast that systems become obsolete quickly, and there aren’t enough trained professionals available to help with that pace of change.” But Rex Wilges, sales rep for Hospitality WiFi, noted, “Today’s guests expect quality WiFi, and we cannot fail to meet this expectation.”

Better coverage was needed in guest rooms as well as in the lobby, restaurant, swimming pool, and fitness area. The installation was not without its challenges; rooms are laid out along both sides of multiple buildings under one roof in a u-shaped configuration with breezeways, and a mess of older CAT5 wiring and 4-port switches needed replacement and cleanup.

To replace the existing outdated WiFi installation, Hospitality WiFi designed a new solution incorporating 802.11ac technology from Radius Gateway. The team also cleaned up the wiring situation by running all new CAT6 cable for faster technology and better support. The older 4-port switches were replaced with 12- and 24-port Gigabit Ethernet switches from Extreme Networks.

In addition to the basic requirements for improved WiFi performance and higher capacity for more guests and devices, Schlunegger wanted to make it easier for guests to access the WiFi. He requested Hospitality WiFi’s new “Remember Me” feature that enables guests to log in once on each device and then be automatically authenticated on return visits.

Despite the challenges, Schlunegger said, “The installation was a breeze, and the team stuck around an extra day to make sure everything was right.” He is pleased with the new solution and especially the decrease in guest complaints.