

“Hospitality WiFi took great care in preserving the historical look and feel of Lakeside Chautauqua, and the new Wi-Fi solution actually helped boost our group conference sales. In fact, one conference provider who sets up communications for group conferences commented that it was the best Wi-Fi he has experienced.

“We love Hospitality WiFi!”

Mandy James

Accounting/IT Assistant
Lakeside Chautauqua

COMPANY OVERVIEW

Lakeside Chautauqua is a historic campground and recreation facility on the shores of Lake Erie in northern Ohio. Lakeside Chautauqua has been attracting families as a summer destination since 1873.

REQUIREMENTS

- Support hundreds of guests and staff across a large campus
- Maintain the historical look and feel of Lakeside Chautauqua

SOLUTION

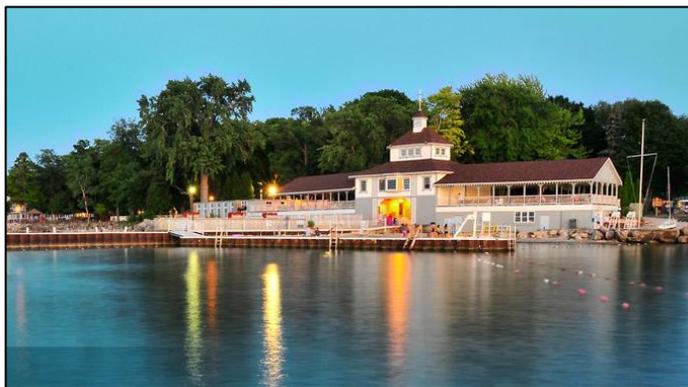
- Radius Gateway RG-501h access gateway and PoE switches
- Ruckus Wireless outdoor point-to-point bridges and indoor, outdoor, and in-wall APs

BENEFITS

- Fewer guest complaints
- Increased conference sales
- Device sharing for lower

Lakeside Chautauqua Solves Internet Problems and Increases Conference Sales While Maintaining Look of Historic Community

“For more than 140 years, Lakeside Chautauqua has welcomed families to the Lake Erie shore to take part in a summer Chautauqua experience dedicated to nurturing mind, body and spirit. Lakeside Chautauqua is an historic community in Ohio that offers an abundance of spiritual opportunities, educational lectures, cultural arts performances, and recreational activities during its 10-week summer programming season. It is also a year-round destination for groups of all sizes.”



During their busy season, on any day Lakeside Chautauqua may see over 1300 unique logins and 500 users across a large campus. The existing Wi-Fi solution was not aging gracefully, and there were numerous guest complaints.

Hospitality WiFi was chosen to provide the new Wi-Fi solution for Lakeside Chautauqua. The project had several unusual challenges. Not only did the solution need to support hundreds of users across two hotels, multiple administration buildings, and outbuildings including a theater, an orchestra hall, cottages, and other guest accommodations, but it also needed to preserve the historical look and feel of Lakeside Chautauqua that attracts many guests.

The project was completed in two phases, with Phase I replacing the existing system and Phase II extending the coverage range to assist all groups, conferences, and offices. Point-to-point bridges from building to building provide necessary communications throughout the historical district without compromising the historical look and feel. The solution also includes a variety of indoor, outdoor, and in-wall access points from Ruckus Wireless to ensure complete coverage throughout the campus, as well as a Radius Gateway access controller to manage the internet connections and bandwidth usage for hundreds of concurrent users.

Hospitality WiFi also provides 24 x 7 x 365 guest support for Lakeside Chautauqua. However, despite the previous number of guest complaints, there have been few support calls thus far, and all of those were for login assistance. Instead of complaints, Lakeside Chautauqua is now receiving praise for their Wi-Fi solution, with one conference provider declaring it to be the best Wi-Fi he had ever experienced! This improved performance has resulted in not only happier guests, but also increased conference sales.

Lakeside Chautauqua has also seen cost reductions with their new Hospitality WiFi solution. The enhanced office support has enabled sharing of devices such as printers, making it easier and less expensive for administrative staff to provide a great experience for Lakeside Chautauqua guests.