



HOSPITALITY

REGIONAL HOTEL
DOES MORE THAN
HOPE FOR BETTER
WIRELESS,
IT ASSURES IT



Hope hotel and conference center guarantees fast and reliable Wi-Fi performance with Mist and Harborlink

The Hope Hotel and Richard C. Holbrooke conference center is a modern hotel and meeting center set at the entrance of the Wright-Patterson Air Force Base in Dayton, Ohio.

“Our primary goal is to deliver a sensational experience to guests and visitors,” said George Bleichert, General Manager of the property. “Wireless connectivity in the 265 guest rooms, common areas and the 18,000 square foot conference center is core to this objective.”

However, the hotel recently became stymied by spotty Wi-Fi coverage and throughput problems from their legacy Wireless LAN (WLAN) system, which became increasingly hard to identify and correct. Not only was this causing frustration for the facility’s guests, but dealing with networking issues was distracting hotel employees from their core responsibilities.

The hotel turned to Harborlink, their trusted IT partner, for a solution. “We were interested in a fully managed wireless solution that not only assured fast and reliable connectivity, but gave us valuable insight into what our visitors and guests were experiencing when on the property.”

According to Harborlink founder CTO, Travis Tangeman, “There was only one clear answer for Hope’s wireless needs – Mist.”

Mist is the first modern wireless platform designed for the smart device era. By taking a user-first approach to networking, the Mist Intelligent Wireless Cloud (IWC) eliminates the operational burdens of legacy wireless architectures by replacing human interaction with machine learning and proactive automation. In addition, Mist takes unique advantage of user location and behavior to deliver a superior experience for wireless users and administrators.

“With Mist, we easily setup service level thresholds to monitor connect times, capacity, roaming and other characteristics that affect the experience of every user on Hope’s wireless network,” said Tangeman. “In the event something goes wrong, we know before the user does and have automated tools in place like dynamic packet and event correlation to quickly and easily remediate the problem. No other wireless platform in the industry uses machine learning like Mist to simplify wireless operations for maximum reliability and performance.”



“While I implicitly trust Harborlink to manage our network, I still like to occasionally view the Mist dashboards to make sure that all service level expectations are being met,” said Bleichert. “It is nice to have quantitative data at my fingertips to corroborate the level of wireless service being delivered to my guests.”

“When it comes to wireless, no feedback is good feedback,” said Bleichert. “Our wireless complaints have all but been eliminated, which is the single biggest justification for our investment in a wireless service from Harborlink using the Mist platform.”

At the end of the day, though, the most important metric is the happiness of guests and visitors to the hotel and conference center.