

Wi-Fi and Mobile Computing Specialists

www.ensign-net.co.uk

01929 556 553



CASE STUDY: The Pines Hotel



Ensign Delivers a Complete Hotel Wi-Fi and Guest Access Solution for Dorset Holiday Hot-Spot

Situated along a beautiful stretch of Dorset's Jurassic coastline, the picturesque town of Swanage is home to the family run, Pines Hotel. Boasting some of the most spectacular views across the bay from Ballard down to Peveril Point, The Pines has a great deal to offer its guests. However, Hotel Manager, John Puddepha, identified one area in which there was room to improve.

The Challenge

- *To completely design and install both a wired and wireless infrastructure throughout, delivering secure and reliable Wi-Fi to guests and hotel staff.*

The Solution

- *A wireless LAN consisting of 9 Aruba AP 93 Instant access points and a centralised cab.*

The Results

- *A fully-secure, manageable, and robust wireless network infrastructure, providing full indoor and outdoor Wi-Fi coverage.*

Having recognised the abundant usage of wireless devices such as smartphones, tablets, laptops, PDA's and so forth, in and around the hotel, The Pines were alert to the need for an upgrade of their existing staff and guest WiFi facilities. Not only would this help to improve the day-to-day efficiency of the hotel but also provide a fantastic opportunity to build on new and existing customer relationships.

Acting on a personal recommendation, The Pines contacted Ensign and were very pleased with the wireless solution that was proposed.

Ensign suggested an Aruba Networks system, due to the company's leading industry status, high-performance, reliability and security, as well as a lifetime warranty on the equipment supplied.

Following a successful site survey, which determined the positioning of each access point, the Ensign team began the task of interconnecting them with a network of cables. The structural history of the Pines Hotel, having been extended on a number of occasions, made this part of the project different from any other.

Finding logical routes through the various additional walls and structures, whilst adhering to tight timescales and being mindful of health and safety regulations - so as not to disrupt the guests or impact upon the Hotels' business - brought with it a number of challenges.

However, after creating a pathway through three internal walls and providing maximum coverage to both the indoor and outdoor areas of the building, Ensign's solution was able to meet the Pines' original project specifications.

The Outcome

Thanks to Ensign, both staff and guests of The Pines Hotel are enjoying the benefits of exceptional WiFi coverage throughout the building. This,



Ensign Communications Ltd
20/21 Sandford Lane, Wareham
Dorset, UK, BH20 4DY

Tel: +44(0)1929 556 553

sales@ensign-net.co.uk
www.ensign-net.co.uk



combined with upgraded IT facilities, has helped the hotel management to work faster and more efficiently.

Satisfied with the overall outcome, The Pines' deputy manager Tamara Curioni, said: *“Since installing the new network, many of our guests have commented on both its speed and ease of use. Through this investment we have been able to engage with our new and returning customers on a more personal, level which helps us to give them the best experience each time they stay with us.”*

The Ensign team continues to provide the highest quality service to The Pines Hotel, ensuring peace-of-mind that not only the WiFi but the IT infrastructure as a whole is running smoothly, allowing the hotel staff to concentrate on the comfort and happiness of their guests.



ensign

Dorset (Head Office)
20/21 Sandford Lane, Wareham, Dorset, BH20 4DY

Liverpool (Northern Office)
Unit K1 Sinclair Way, Prescott Business Park, Prescott, Merseyside, L34 1QG

sales@ensign-net.co.uk | 01929 556 553 | www.ensign-net.co.uk