



CASE STUDY

Dakota Manchester Hotel Enhances Wi-Fi Experience and Boosts Guest Satisfaction

Overview

Hotel Wi-Fi is a necessity, not just an amenity. For hotels, providing outstanding digital experiences is imperative. Dakota Hotels, a UK luxury hospitality group, upgraded their Wi-Fi and now offer a service that pleases guests while improving operational efficiency.

Business and leisure travelers choose Dakota Hotels for their location and luxury boutique experience. Access to reliable, fast and seamless Wi-Fi is an important part of guests' decision to return to the hotel in the future.

Challenge

The Manchester hotel needed to enhance their Wi-Fi infrastructure to meet guests' evolving connectivity demands. The basic architecture deployed access points in



Delivering style

and luxurious comfort with impeccable service, our purpose is to create the best experience for our guests by doing the simple things brilliantly.”

- Alan Poole, Group IT Manager, Dakota Hotels



The luxury group features an all-inclusive experience with the latest home comfort technology and Internet connectivity.

- Edinburgh – Scotland
- Glasgow – Scotland
- eurocentral – Scotland
- Leeds – UK
- Manchester – UK



Dakota Hotels

simply outgrew their initial solution. They are now able to deliver the service that guests expect with enhanced services.”

- Hayden Doyle, Director UK & ROI, Nonius

risers so they would be hidden from view in common areas. This resulted in necessary connectivity adjustments in guest rooms and common areas.

The existing Wi-Fi posed challenges for the hotel group in extending support for IoT and other hospitality technologies. Managing and troubleshooting the system remotely proved to be challenging.



It was time for a high-quality, enterprise-grade solution. With Wi-Fi infrastructure being so critical to mobile voice communications and guest services, redesigning the network was imperative. Dakota Hotels prioritized:

- Cost-effective and swift deployment
- Integration of the latest point of sale and hotel operations technology
- Creation of seamless-roaming-capable wireless infrastructure for guests and all departments
- Solution implementation with no disruption to operations
- Acquisition of the right equipment in a very difficult supply chain environment

After researching solution integrators, Dakota Hotels chose Nonius, confident in their ability to deliver the solution with minimal impact on customers and excellent support service.

Solution

The Cambium Networks solution makes migrating to Wi-Fi 6 easy. Guests can quickly log in and roam the venue while hotel staff can securely communicate and manage the network.

- **Guest Room Wi-Fi:** Each room has an XV2-22H Wi-Fi 6 wall plate access point.
- **Hotel Corridor:** XV2-21X Wi-Fi 6 indoor access points.
- **Restaurant and Gathering Area:** XV3-8 high-density indoor access points.

Hospitality Applications Supported:

- Point of Sales Systems
- VoIP handsets – Fixed Wireless Broadband and Wi-Fi
- PDQ – Chip and Pin
- CCTV
- IPTV Systems

- **Ethernet Switch Infrastructure:** cnMatrix™ EX2052-P 48-port PoE switches were deployed to replace the previous switch infrastructure and deliver seamless connectivity throughout the hotel.
- **Centralized Cloud Management:** The cnMaestro™ network management system makes it easy to provision, monitor and manage the entire network.



Why Nonius Chose Cambium Networks Wi-Fi for Hospitality

“The Dakota Manchester Hotel needed a solution that could be deployed seamlessly without any constraints,” said Alan Poole, Group IT Manager at Dakota Hotels. “Based on our experience, Cambium Networks provides a complete Wi-Fi solution with access points, switches and cloud management that delivers reliability.”

“The equipment was available and easily installed,” said Poole. “There was no disruption in the migration. Our guests are super impressed with how easy it is to onboard devices and the performance of the network.”

Results

The guest experience undeniably fulfills the expectations of a luxury boutique hotel.

- Hotel guests and staff now have easy access to the latest Wi-Fi 6 speeds, and the hotel is offering the latest hospitality entertainment systems.
- Staff are able to quickly identify and resolve Wi-Fi issues and minimize downtime.



Our guests are discerning, and they expect Wi-Fi that matches every other first-class aspect of our hotel. We are now confidently delivering that level of connectivity.”

- Alan Poole, Group IT Manager, Dakota Hotels

Next Steps

Based on the positive results from the upgrade to the hotel in Manchester, Dakota Hotels has selected Nonius Hospitality Technology to deploy Cambium Networks Wi-Fi solutions to be rolled out to all other Dakota hotels.

About Nonius

Nonius provides the ultimate Cloud Guest Technology, offering a green, lean and efficient Cloud Solutions Portfolio to elevate the digital guest experience and streamline hotel operations.

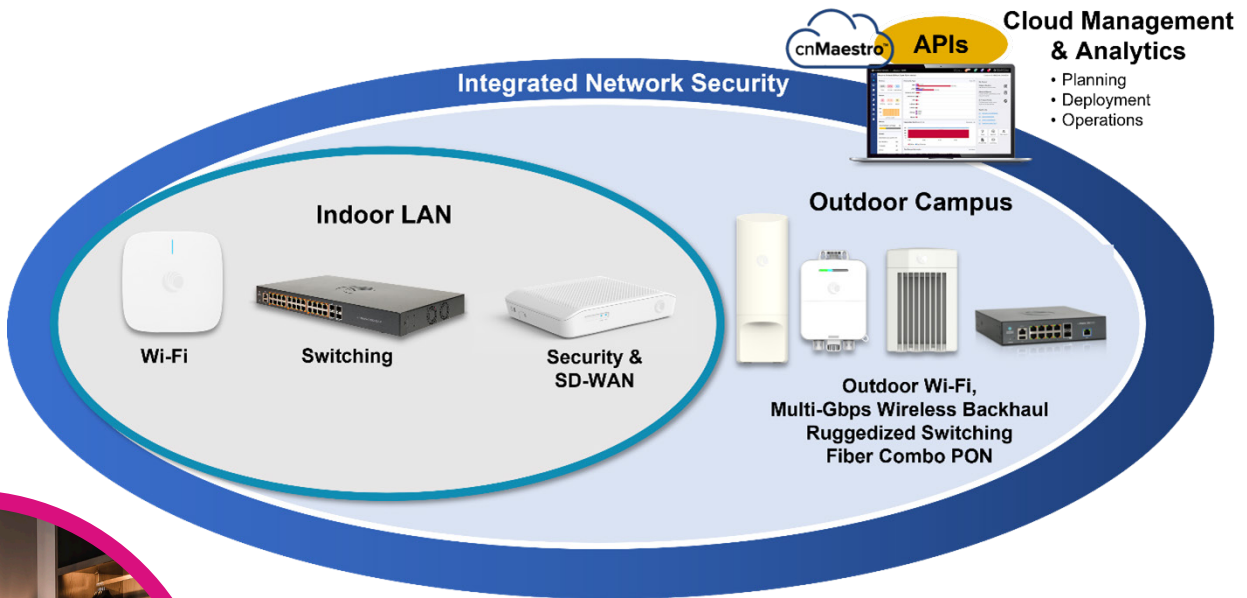
Our suite includes Mobile App, Cast, Interactive TV, Guest Wi-Fi, Networks, Digital Signage, Voice, and seamless Integrations with other hotel systems.

Trusted worldwide, Nonius serves over 555,000 rooms across diverse markets, including hotels, apartments, co-living spaces, healthcare, maritime, and sport and leisure facilities.

Cambium's ONE Network

ONE Network enables excellent online experiences with fewer resources and IT personnel. Enterprises, managed service providers, broadband service providers, and government agencies can shift to managing the network holistically, freeing up IT resources to focus on their business and specific applications.

Our broadband fabric weaves together numerous networking standards and reduces complexities, helping network operators create purpose-built, reliable networks that are cost efficient and secure.



About Cambium Networks

Cambium Networks enables service providers, enterprises, industrial organizations, and governments to deliver exceptional digital experiences, and device connectivity, with compelling economics. Our ONE Network platform simplifies management of Cambium Networks' wired and wireless broadband and network edge technologies. Our customers can focus more resources on managing their business rather than the network. We deliver connectivity that just works.