COMMSCOPE®

RUCKUS has joined CommScope

Leadership in HOSPITALITY

See what customers are saying



CommScope is a respected innovator in all aspects of indoor connectivity, from 5G to Wi-Fi. With thousands of guest connections every day in your properties, there's a valuable opportunity for deeper insights into how those guests interact with your brands—if you can unlock it. Trust CommScope to help you unlock a deeper connection with your guests.

We recently asked a few of our customers how RUCKUS solutions have impacted their business—and here are some of their responses:

"We acquire hotels and brand them with one of our sister properties. Many times, we find disasters. Really, really poorly designed networks and wireless overlays. The first step and our first choice is Ruckus. We take the product, we put it in, we see complaints go from 15-40 a day to nothing, and silence is golden."

Simon Eng, CTF Development





"It's not possible to satisfy guests if they don't have a great Wi-Fi experience. This is the reason we installed a Ruckus H500 in every room as our hotel was being built in 2016. The result has been excellent. To this date, the Ruckus Wi-Fi has performed flawlessly and we have not received any customer complaints regarding connections or network speed. Installing an access point in every room might include a more costly investment upfront, but the payoff has been worth it."

Shelly Cieslak, General Manager, Courtyard

"We chose Ruckus because of its outstanding performance in Wi-Fi coverage, reliable connections, ability to support the increasing number of devices, and the professional team. Great Wi-Fi service is very important to our hotel and guests and we trust the Ruckus Wi-Fi solution to deliver a superior guest experience."

HOTELS & RESORTS

Jason Lee, Group Director of Information Technology, Regent Hotels & Resorts



"In today's competitive hospitality environment, our guests rely on fast and reliable Wi-Fi. Ruckus Wi-Fi has proven over time to be the most reliable and highest performing solution for our guests. Our properties that have Ruckus are top performers in guest satisfaction, outperforming those with other solutions. Ruckus is our go-to Wi-Fi solution!"

Jason Greene, Information Technology Officer, Maine Course Hospitality Group

"Our hotel have deploy the Ruckus products in 2012, Ruckus wireless solution provides us with a good wireless applications for five years, For our guests in our

daily business provides good experience of wireless network, at the same time, the Ruckus with WIFI industry development, launched a new product based on a new generation of wireless standards, let us feel the Ruckus lead of the industry and corporate responsibility, more increased our confidence in the Ruckus and products."



Jerry Zhao, Information Technology Manager, InterContinental Beijing Beichen



"We have been very happy to work with Ruckus Wireless and their certified SI partner, we chose Ruckus because of its deployment cycle is short, fast delivery cycle, using the combination of GUI interface in both Chinese and English, simple in operation and maintenance. Thanks to Ruckus smart antenna technology, deployment of less number of AP, meet the bigger and more efficient coverage."

Bill Ma, Multi-Property IT Manager, Beijing Haihang Marriott GSR

"We adopted your (Ruckus) Wi-Fi products and recently have been installed all guest rooms, conference rooms and public areas by Guest-Tek. Since have been installed, there is no any issues so far. Definitely I say not only our guests also our team members are happy to use the internet service. In fact, guest satisfaction (quality of internet connection) score upped over 10 score from previous month. Now internet service is one of the most important services in our hotel, therefore, we always have to be providing high-quality service."



Masahiro Ikeda, Information Systems Manager–IT, Hilton Nagoya



"York Hotel Pte Ltd has revamped the HSIA design and architecture, and adopted Ruckus switches and Ruckus Wireless technology as the choice of next generation platform. York Hotel has installed H500, R500 and R710 Ruckus Wireless AP devices which deliver excellent and reliable performance with minimum intervention. The Wireless AP able to coexist themselves within the honey comb network design with the central controller in place for effective clients' roaming management. A wise choice to adopt Ruckus wireless technology for benefits between cost and ongoing operation needs and management. York Hotel Pte Ltd is extremely satisfied and delighted with Ruckus Wireless and Wired technology implemented."

Thomas Wee, IS Manager, York Hotel

"...we had been used another vendor of Wi-Fi service, but its performance was poor, and its coverage was spotty but after testing with Ruckus Wireless and their certified SI partner, we chose Ruckus because of its outstanding performance in Wi-Fi coverage and intensive use environments. We have planned to install 802.11ac Wave2 AP to every indoor and outdoor region, Ruckus Wi-Fi can support constant performance and wider Wi-Fi coverage to every region. And we have plans to install another supplementary Wi-Fi services for guests. Ruckus Wi-Fi solution can easily be deployed additional Wi-Fi solution on reliable Wi-Fi service for guests. And Ruckus Wi-Fi provides proper coverage, reliable connections, accommodates the increasing number of devices the average user has and is scalable as needs change or increase."



Huh Shin Woo, Manager of Information Technology, Vista Walkerhill Seoul



"The fact Ruckus antennas are able to get through some of these older buildings is phenomenal. We are dealing with old plaster that was built so long ago and the Ruckus AP is able to get a signal through is basically unheard of in some of our markets."

"In an ideal scenario we deploy APs in all rooms; but, in some of our older properties, they weren't designed for Wi-Fi as they weren't thinking that far in advance. So we have in-room APs, and with the omni-directional antennas Ruckus offers, we are able to see the penetration we need to get Wi-Fi to our guests and get the experience they need."

"The Ruckus technology is miles above the competition."

Aaron Leibowitz, Kimpton Hotels

Take a closer LOOK into how CommScope can help.

"I want customers to feel even more comfortable with us than they do at home. RUCKUS has allowed us to be in complete alignment with the Imperial Hotel brand."

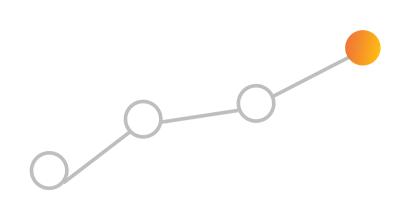
SEIJI HIROISHI, IT Manager, IT Department, Imperial Hotel, Ltd.



Imperial

Hotel, Ltd.





REQUIREMENTS

- Improve the overall guest experience
- Offer consistent and high-performance Wi-Fi, with minimal downtime
- Enable easy and efficient management of network infrastructure
- Improve both network security and performance

SOLUTIONS

- RUCKUS Virtual SmartZone
- RUCKUS ICX switches
- RUCKUS indoor and outdoor access points (APs)

BENEFITS

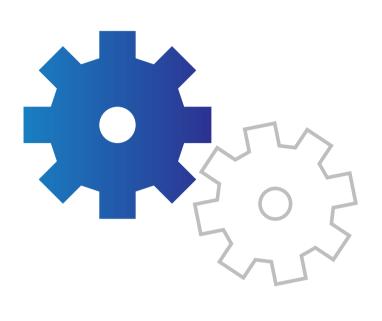
- Interference problems dropped to zero
- RUCKUS system has led to a substantial reduction in operating costs
- Seamless roaming and a great improvement in internet speed

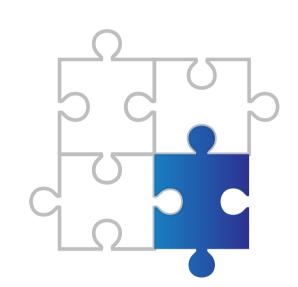
Millennium

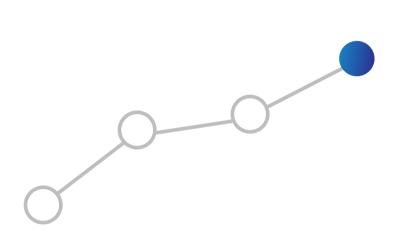
Hotels and Resorts

"Since the new network infrastructure was implemented, guest complaints about Wi-Fi performance are nearly non-existent. This is a testament of the Ruckus Networks' dedication to delivering superior end-user experience, and it closely aligns with our company's philosophy of providing genuine hospitality and excellent service to our guests."

AUNG KYAW MOE, Director of IT, Asia, Millennium Hotels and Resorts







REQUIREMENTS

- A network architecture that leverages the latest 802.11ac Wave 2 technology to meet current and future guest demands for bandwidth and seamless connectivity
- Hotel-wide Wi-Fi coverage to support property-wide deployment of new digital services, internet of things (IoT) innovations, and AURA room service robots
- Strong and reliable Wi-Fi to support the use of collaboration and productivity tools to boost efficiency

SOLUTIONS

- More than 2,900 RUCKUS access points (APs) and 135 ICX switches were deployed across five hotel properties in Singapore
- Each of the hotels is individually managed by a two-node SmartZone Cluster

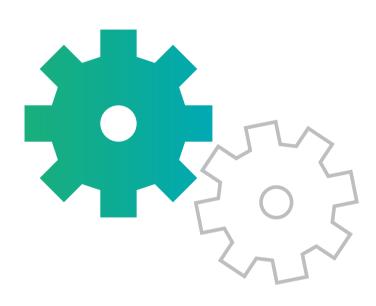
BENEFITS

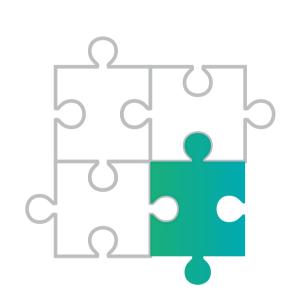
- Enable the roll-out of new services and innovations
- Increase guest satisfaction regarding Wi-Fi performance and the ability to support multimedia content
- Increase productivity and improve collaboration amongst employees as well as reduce operating costs

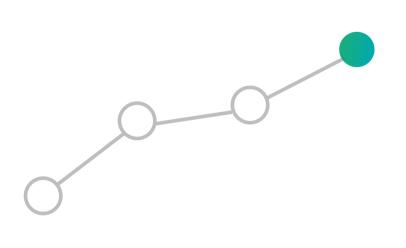
Royal Park Hotel

has changed our idea about how far and fast we can go. It's an elegant model, which makes it especially fitting for the Royal Park Hotel."

SCOTT RHODES, Director of Engineering, Royal Park Hotel







REQUIREMENTS

- Replace standalone door locks with an online door lock system for added security and guest convenience
- Avoid the cost and complexity of an overlay network to support connected door locks
- Formulate a cohesive strategy for integrating new IoT capabilities moving forward

SOLUTIONS

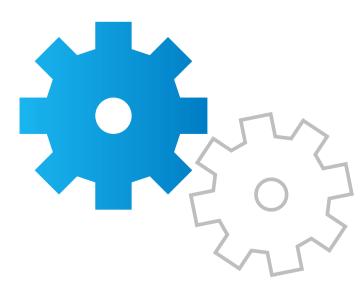
- RUCKUS IoT suite
- IoT-enabled indoor APs
- SmartZone controller

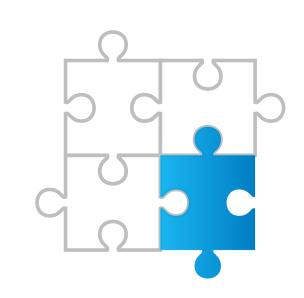
BENEFITS

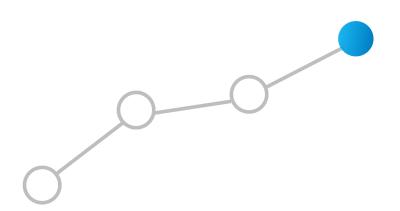
- Staff receive different types of alerts that may indicate security issues or maintenance requirements
- Guests have the convenience of using their smartphones instead of keys to unlock their doors
- The RUCKUS IoT suite provides a converged, multi-standard IoT network
- The hotel now has an IoT platform for integrating new capabilities, such as panic buttons and asset tracking

"Loyalty is everything to us, and we don't want to lose customers because they're dissatisfied with our Wi-Fi. But, when we finally had the opportunity to change, we made a great choice with Ruckus." Russell Inn Hotel and Conference Center

DAMON GUILLAS, Owner and General Manager, Russell Inn Hotel and Conference Center







REQUIREMENTS

- Management was frustrated by constant complaints about unreliable guest Wi-Fi
- The existing Wi-Fi was a hodgepodge of vendors, and unmanaged switches were a nightmare to troubleshoot
- The hotel wanted someone to take charge of deploying and managing a new network of APs and switches

SOLUTIONS

- 101 indoor 802.11ac access points
- 4 ICX switches
- ZoneDirector

BENEFITS

- The high-performance wired and wireless network easily supports high-density business conferences and high-bandwidth video streaming
- Guests can roam anywhere on the property without losing a Wi-Fi signal
- The new network can be configured and monitored remotely by a RUCKUS partner, leaving hotel management free to focus on guests