

# HOTEL IMPROVES GUEST WI-FI

**Best Western hotel boosts customer satisfaction levels, and saves £70K with wireless access points from Sonicwall**

## Business need

Following a high number of complaints from its guests, the Best Western hotel in Stoke, UK, needed to improve the reliability and speed of its Wi-Fi. With only a small budget available, a phased and cost-effective approach was essential.

## Solution

With SonicPoint N2 wireless access points, the hotel can now provide fast and reliable Wi-Fi to all of its guests. This change has dramatically reduced the number of customer complaints relating to Wi-Fi, which helps preserve bookings and leads to a better customer experience.

## Benefits

- Provided faster and more reliable Wi-Fi access
- Boosted customer satisfaction levels
- Delivered savings of £70K

## Solutions at a glance

- [Network Security](#)

## Products & Services

- [SonicPoint N2 wireless access points](#)
- [SonicWall NSA Series](#)

“SonicPoint’s ability to easily accommodate Michel & Taylor’s need for a cost-effective phased approach was significant.”

**SAGI SALTOUN, ACTING IT DIRECTOR,  
MICHELS & TAYLOR**

**michels&taylor**

hotel experts for hotel owners

## CUSTOMER PROFILE

Company	Michels & Taylor
Industry	Hospitality
Country	United Kingdom
Employees	158
Website	<a href="http://www.michelsandtaylor.com">www.michelsandtaylor.com</a>