

RUCKUS' LEADERSHIP IN HOSPITALITY



SEE WHAT CUSTOMERS ARE SAYING

Ruckus is committed to doing whatever is necessary to help make our hospitality customers successful. We work hard to provide the products and support to ensure our hospitality customers provide a great Wi-Fi experience to their customers.

We recently asked a few of our customers how Ruckus has impacted their business and here are some of their responses:



"We acquire hotels and brand them with one of our sister's 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."

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) WiFi 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 plan 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 & 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

TO FIND OUT HOW RUCKUS CAN POSITIVELY IMPACT YOUR BUSINESS, CONTACT US TODAY.