

A hotel in the heart of the city needs multiple network connectivity

Case Study

Dakota in Leeds is a luxury hotel boasting of impeccable service and located in the heart of the city centre. Dakota was founded in 2006 and have an additional 5 hotels across the UK. Their Leeds hotel was experiencing complaints from staff and customers for having virtually no mobile signal across different mobile networks in their bar and lower floor dining area. Spoiling the experience of the staying at hotel. Dakota needed to find a solution to stop this negatively impacting their business and to provide a solution to their customers mobile needs.

Business Needs

Dakota Hotels were looking for a multi-network signal booster solution. The coverage needed to improve their lower-ground floor bar and dining area.

The Problem

Both employees and customers to their frustration were experiencing no reception across some of their networks.



Location

Hotel located in the heart of Leeds City Centre



Business Critical

The hotel offers a boardroom suite for its business guests



Complaints

Customers complained due to the poor mobile signal



Multi-Network

The mobile coverage needs to give guest and employees multi-network coverage



The Solution

We proposed Nexitivtys Cel-Fi signal boosters could provide the solution. Cel-Fi is unconditionally network-safe as it prevents interference with mobile operators' networks and in the UK Cel-Fi products are license-exempt and fully comply with Ofcom's UK Interface requirements 2102 (IR2102). After conducting a site survey the Cel-Fi SOLO was chosen to provide the solution as they needed to receive the best available donor signal from outside and transport the signal through low loss cable to the network repeaters that then distribute the signal through indoor antennas.

One directional antenna was installed, and four Cel-Fi SOLO boosters were installed on the first-floor riser.

The Results

Since the installation of the Cel-Fi Solos their 3G and 4G coverage had significantly improved they now have coverage across all networks. Resolving the lower ground first floor multi network coverage for their staff and customers.



Customer's Benefits



Improved Signal



Multiple Network Coverage



Full Mobile Coverage



Guest satisfaction increased



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