

Charlotte Westin Hotel & Renaissance SouthPark Hotel

A cost-effective solution to strengthen weak signal affecting business operations and customer experience

CUSTOMER

The Charlotte Westin and the Charlotte Renaissance SouthPark Hotel in North Carolina were suffering from poor cell phone reception in certain areas, and it was beginning to affect business operations and customer experience.

Concern:

- "Businesses and business travelers are increasingly relying on cellular technology, so it's bad business for hotels to have guest areas or their own operations centers off the grid unnecessarily." - Steve Klingensmith of RCS Communications

SOLUTIONS

FCC rulings have made it clear that boosters are endorsed by the entire cellular industry as a safe, viable, and reliable solution for businesses seeking to improve cell reception. For these reasons, SureCall boosters were recommended and installed by Winston-Salem-based RCS Communications. The SureCall boosters were placed in four locations: its subterranean parking garage, the hotel's staff and maintenance operations center, and in two executive suites on the 25th floor. The Renaissance received cellular boosters in its back-office operations.

For both hotels, Klingensmith chose SureCall's Force5 cellular signal booster. The Force5 supports 2G, 3G, and 4G for voice and data for all major U.S. carriers and acts independently of the hotel's WiFi system. Each booster covers up to 25,000 square feet, supports as many as 100 or more simultaneous users, and is not subject to any recurring costs from the carriers.

RESULTS

After installing the Force5 multi-level solution, Klingensmith said, "For many reasons, cellular signal boosters are the ideal solution." According to Klingensmith, the addition of the SureCall boosters allow the hotels better guest services, staff performance, and overall safety.

ABOUT RCS COMMUNICATIONS

For over 50 years, RCS Communications has serviced customers with advanced safety, security and business communications needs. The markets they serve include educational and healthcare facilities, government and the public safety industry, the transportation and utilities industries, as well as law enforcement, fire, EMS and other first responders.

ABOUT SURECALL

SureCall is the multi-patented industry leader in cell phone signal boosters, combining high quality technology with innovative designs to create award-winning boosters that dramatically improve cell phone reception, including voice or 4G data, for homes, cars and businesses.



DILEMMA

Because of a subterranean parking garage and weak cell phone signal spots throughout the buildings, both hotels needed cost-effective solutions for eliminating cellular dead-zones, for both voice and data. The hotels were concerned how the poor reception would affect overall safety, staff performance and guest services.