

Prospector Square Lodge Park City, Utah

"Meraki is good quality, good service, and good value."

John Sands, COO and GM of Prospector Square Lodge

Challenge

Prospector hosts the Sundance Film Festival every year, but was losing business during the festival to nearby properties that had WiFi

The development wanted to provide consistent wireless internet access to every condo in the 323-unit complex covering 10 acres

Quotes from other vendors were too expensive to implement

Results

At one quarter the cost of another bid, Prospector now provides WiFi across the entire property

Guests and residents are extremely satisfied with their WiFi

Prospector is no longer losing business to nearby lodges over WiFi



The Prospect Square Lodge and Conference Center in Park City, Utah plays host each year to films being screened at the Sundance Film Festival. The complex comprises 323 units across 10 acres, some of which are permanently occupied by their owners; others are rented out as part of the hotel. With an attached conference center, the Prospect is also an attractive destination for conferences and events.

Last year, an association of emergency medicine physicians evaluated Prospect Square as a destination for their next continuing education conference, but were concerned about Internet access. "If you don't have wireless internet access, we will not come," they told John Sands, COO and General Manager of Prospect Square. "We were clearly losing business without it," Sands reports.

Meraki was kind of a no-brainer. The quote came in at half to a quarter the price of the other vendors.

With such demands becoming more common, the homeowners association concluded that some upgrades were needed to help Prospect stay competitive. First off, they wanted a comprehensive video security system. Second, they wanted high-speed wireless internet access across the entire complex.

John had heard of Meraki in the media, and mentioned it to the local video security/network installer he had turned to for help. "Meraki was kind of a no-brainer," said John. "The quote came in at half to a quarter the price of the other vendors."

And because the installer was already clambering along the rooflines installing the video security equipment, mounting the Meraki units folded well into the labor budget...coming in at 70% less than the original estimate.

The goal was to get the network up and running before the 2009 Sundance Film Festival, when John expected 15,000 people to pass through his doors in the space of just 10 days. With a 3 Mbps T1 for backhaul, the network installer brought power to the units through the drop-ceilings in the buildings using power over Ethernet, making the devices invisible. "It was very easy to install," he said. Once the units were in place it simply took some fiddling with locations to minimize the number of jumps between the gateway and any given user.

The Meraki system has been a hit with guests and residents. Hundreds of users access the system daily and John manages the system with a click of a mouse. "We use [Meraki's] Dashboard daily. It's great, from both a technical and business perspective. I would say Meraki is good quality, good service, and good value."

The emergency medicine conference was in fact held at the conference center earlier this year, and the attendees took classes, used the WiFi network in the mornings and evenings, and skied during the day. John Sands was pleased with the full house, and the attendees enjoyed fresh powder and fast, free wireless internet.

