# Sundial Condominiums

*"The previous [Cisco] system caused nothing but trouble… [Meraki's] plug and play radios are easy to manage."*

Kathy Holdrum, Property Manager, Sundial East Condominiums

## Challenge

Sundial Condominiums had experienced nothing but problems with a Cisco-based WiFi network. The network was functional only about half of the time

Sundial needed to cover 407 units spread out along a beachfront with reliable, robust wireless

The development was unwilling to shell out tens of thousands of dollars after being burned by a useless and expensive deployment
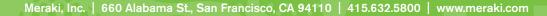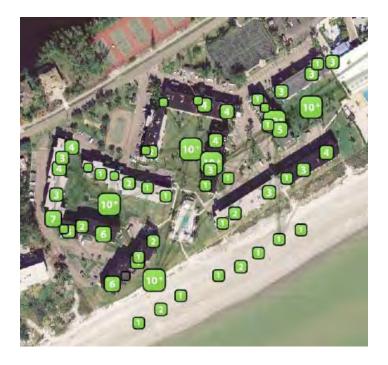
## Results

Entire property now covered in WiFi

Meraki network has never been down since deployment

Meraki nodes hold up to salt air and wind better than competitors

The HOA didn't have to raise fees

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corroding the components– management personnel had to crawl up on the rooftops and reboot them manually.

Holdrum had heard of another nearby complex that was using Meraki, and called up the manager to see how it was working–and got rave reviews. Holdrum called at least four other apartment managers and found they were happy as well. Convinced, Holdrum and Goode hired Caller-IP to install a Meraki solution for them.

In four days, the network was up and fully functional. Caller IP plugged two 5 Mbps DSL lines and four 20 Mbps Comcast feeds into the Meraki access points, and used directional antennas to jump the signal from building to building. SunDial management reports almost zero downtime in the 45 days the network has been active. "What's great about it is that if there are problems, they're easy to fix. The plug and play radios are easy to manage," said Holdrum.

The total deployment, including installation costs worked out to $24,000, or about $59 per condo unit. Ongoing monthly costs now work out to $5.95 per unit per month. And considering that it would cost an owner $25 to $50 per month to have DSL or cable internet wired directly in their unit, that's a savings home-owners could get behind. And because the solution was 1/5 the price of the failed Cisco network, the HOA didn't have to raise fees to make it happen.

The Sundial Condominiums sit along the white sand beaches of Sanibel Island, Florida on the Gulf of Mexico. Prospective renters, as well as residents, have come to expect reliable wireless internet as an included amenity. "Our rental guests expect WiFi before they expect a stove," laughs Kathy Holdrum, property manager of SunDial East.

Rental agents in the area report that when they show two comparable units, but one has WiFi, renters almost exclusively choose the unit with WiFi. "That's a key thing for rentals," according to Bret Fisher, CEO of Caller-IP, a Meraki certified reseller. "They don't want to lose business to other developments."

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The problem for Holdrum and Stacey Goode, manager of SunDial West (SunDial East's sister property), was how to deploy a WiFi network across the entire complex of 407 units, and to bring it in at a price the homeowners' association would accept. They had a bad experience with their previous effort, a Cisco solution consisting of Catalyst 2300 switches, and Cisco AP 1242 A/G radios. "The previous system caused nothing but trouble," said Holdrum. In one 180-day period, the Cisco network was only up for 85 days. The managers' offices were flooded with constant complaints. When a Cisco radio went down–because of wind, heat, rain, or the salty air

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