

# GREAT GUEST EXPERIENCES REQUIRE GREAT WI-FI CONNECTIVITY

## SOLUTION OVERVIEW HOSPITALITY

If you are like most hotels and conference centers, then you need ubiquitous Wi-Fi for the always-connected guest – or risk facing the ire of your customers on TripAdvisor® or social media! Guests depend on highly reliable Wi-Fi to get work done on the road, or stay in touch with loved ones. As a result, it's time to stop chasing down Wi-Fi issues with tools and it's time to start managing it centrally and proactively.



As the Wi-Fi Performance Company, our mission is to help you identify issues before they result in an angry post, phone call, trouble ticket or site visit. Our discrete and continuous Wi-Fi monitoring measures the quality of Wi-Fi experiences from the end-user's point of view in every guest room or conference area, all the time.

### Value to Your Organization

Rather than a set of tools that find and fix Wi-Fi issues at a point in time, 7SIGNAL provides a comprehensive system for continually monitoring the performance of Wi-Fi networks and wireless experiences across your diverse campus environment.

With alerts and notifications indicating poor performance, you can address Wi-Fi issues proactively before students notice or complain. In addition, you can avoid those “drop-everything” moments when connectivity and throughput disrupt lectures or other on-campus events in auditoriums and gathering halls.

### Products

Patented Wi-Fi sensors called Sapphire Eyes™ act like high performance clients and benchmark the performance in locations with around-the-clock user experience testing and passive scanning of the 2.4 and 5 GHz frequency bands.

#### Sapphire Eye Capabilities

Active Tests	Throughput, packet loss, latency, jitter, radio association, authentication, IP and DNS services
Passive Tests	Beacon availability, airtime utilization, channel utilization, data rate utilization, spectrum analysis, packet capture
APs Measured	<ul style="list-style-type: none"> <li>• One Sapphire Eye 2100 measures 4 to 8 APs based on RSSI</li> <li>• One Sapphire Eye 500 measures 1 to 3 APs based on RSSI</li> </ul>
Radio Specs	802.11ac Wave 1 3x3:3

7SIGNAL's Mobile Eye™ software crowdsources Wi-Fi performance data at pre-defined intervals from wireless devices on the network. Smartphones, tablets and laptops running Windows, macOS, iOS and Android operating systems execute discrete Wi-Fi performance tests in the background against test endpoints you strategically place in your environment, at a periodic interval you define.

### WHY 7SIGNAL

- Manage Wi-Fi proactively and make it your hotel's competitive advantage.
- Proactive alerts allow you correct issues before guests notice or complain
- Quickly identify if performance issues experienced are Wi-Fi related or not
- Expand your wireless network visibility across every guest room and conference area
- Find and fix remote Wi-Fi issues without the need for walkaround tools
- Wi-Fi performance testing is discrete, at pre-defined intervals

### How It's Different

Unlike your Wireless LAN vendor, 7SIGNAL provides visibility of the Wi-Fi experience from the end-user's point of view. 7SIGNAL software “lives on the edge”, on client devices, where the wireless experience matters most.