

# FORTINET DELIVERS INCREASE IN WI-FI SATISFACTION FOR RACV MEMBERS AND GUESTS



RACV operates in the motoring and transport, home, leisure, travel, and retail spaces. It operates a Club at two properties and eight resorts across Victoria, Tasmania, and Queensland, along with 37 retail shops and agencies. In the past, Wi-Fi access was inconsistent, offered by a mix of legacy hardware from different brands which made management difficult.

Since the original Wi-Fi network was installed at RACV's club and resort locations, user demands have changed dramatically. Customers, guests, and employees alike demand access to fast, secure Wi-Fi networks for activities that range from simple web browsing to advanced video conferencing and collaboration applications. This put a strain on RACV's existing system, making it clear that an update was required.

Craig Bailey, Network Team Leader, RACV, said, "Wireless internet access used to be a 'nice-to-have' at the club and resorts but now it's an absolute requirement. We needed a Wi-Fi network that would be easy to manage and require minimal ongoing support from RACV's ICT team but that would perform to a high standard and be secure."

## LEGACY SYSTEM COULDN'T COPE

Craig Bailey said, "Providing Wi-Fi access in the club and resort guest rooms, conference facilities, and business areas via different networks that need to be isolated from each other across diverse locations was too much for the existing legacy systems to handle. At the same time, RACV needed to improve security; we aimed to move away from a pre-shared key approach towards SSL certificate-based authentication.

"Delivering a consistent experience both for users and the ICT team was a key focus. We needed a solution that could deliver consistency and security along with reliability."

RACV worked with Fortinet distributor Wavelink and its reseller, Tek Support, to find the best solution, and chose FortiAP, FortiConnect, and Network Manager.

Craig Bailey said, "During the tender review process it became clear that the Fortinet proposition, which was a single channel architecture, would let RACV seamlessly accommodate guest and business Wi-Fi requirements. It provides a single management pane of glass for all

*"Since implementing the Fortinet solution, we've seen an improvement in resorts' TripAdvisor ratings and we've seen an uplift on satisfaction surveys for wireless access across all our sites over the last 12 months. One well-known blogger even said the Wi-Fi he experienced in Tasmania was the best he'd ever seen at a hotel."*

– Craig Bailey, network team leader, RACV



## DETAILS

**CUSTOMER:** RACV

**INDUSTRY:** Hospitality and accommodation

**LOCATION:** Victoria, Queensland, and Tasmania

## CHALLENGES

- Legacy hardware made management difficult
- Needed to enhance security and consistency of service
- Unable to provide essential Wi-Fi access to customers, guests and staff

Wi-Fi across the entire group, including autonomous and managed points for a consistent user experience.”

The implementation process included decommissioning all the old legacy hardware including cabling. Rather than simply replacing old access points with new ones, Tek Support surveyed the sites to find the best location for each access point and specified additional cabling to that position where necessary.

## **A CONSOLIDATED MANAGEMENT SYSTEM**

Now, the legacy Wi-Fi network has been replaced with a single, modern system with a unified management view across the organisation. The single channel architecture from Fortinet has let RACV provide additional coverage in areas without resurveying the site or creating overlaps.

Craig Bailey said, “No other product would let us simply drop new access points into areas without worrying about where the other access points were located. It’s a huge time and cost saving for RACV and it lets us solve coverage issues immediately.

“We can now provide in-room access points and connectivity to guest phones which is a great feature. The mesh wireless bridge also lets us provide access points at remote points like golf course maintenance sheds and barbeque facilities without having to lay cables which would require us to rip up part of the golf course. That delivered yet more cost savings and made Wi-Fi access possible in areas we would have otherwise left out.”

Importantly, the web user interface is easy to use, so RACV’s ICT team can see throughput and stations on a single screen. It shows a traffic curve so the team can see at a glance what stations are connecting and what devices are being used.

Craig Bailey said, “We can already see increased coverage and performance across all areas.”

## **RELIABLE, ALWAYS-ON CONNECTIVITY**

Craig Bailey said, “The prime benefit for our guests and employees is always-on connectivity no matter where they’re located and a consistent experience across the whole RACV group. It’s essential to ensure that the Wi-Fi is providing full coverage and performance across the whole site. A guest once told us that Wi-Fi is more important than a shower; it’s absolutely expected in the hospitality space.

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“Both Fortinet and Tek Support have been amazing to deal with and were very accommodating. I’d highly recommend them.”

RACV already has new initiatives underway to enhance and leverage the Wi-Fi infrastructure including improving mobility for employees through the use of BYOD and corporate devices.

## **BENEFITS**

- Legacy Wi-Fi management has been consolidated into a single system
- Single channel architecture lets RACV ensure full Wi-Fi coverage for all users
- Fast, reliable Wi-Fi coverage is now available for all customers, guests and staff

## **DEPLOYMENT**

- 950 access points across two clubs, eight resorts and 21 retail shops
- 8 WLAN controllers
- Network Manager, FortiAP, and FortiConnect



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