



Case Study

Strong, Secure Solutions

Brookstone Inn & Suites Fort Dodge Finds A Reliable Technology Partnership With Thinix

Since its 2019 opening in Fort Dodge, Iowa, Brookstone Inn & Suites has become a pit stop for many travelers through north-central Iowa. Offering clean and comfortable rooms, complimentary hot breakfast, and even an indoor pool, this hotel has it all! Brookstone aims to show customers the Iowa experience with inviting, authentic, affordable hospitality. Like other businesses in the hospitality industry, customer experience is a top priority. The Brookstone Inn & Suites team strives to offer the best possible experience for their guests. This experience includes WiFi connections and offerings such as a business center.

The Challenge

In today's world, solid WiFi connections can be a make or break for travelers. Whether they're traveling for leisure or work, WiFi is necessary for both to stay connected. Brookstone Inn & Suites was looking for a strong WiFi partner to avoid common pitfalls such as dead spots in rooms or slow speeds for guests. Poor WiFi is one aspect of the customer experience that should be avoided if possible. In addition to WiFi, Brookstone was also searching for a safe and reliable business center to offer their guests an on-site office space that is easy to use.



The Requirements

1. Reliable WiFi connection that is universal throughout the hotel
2. Safe and secure connection to avoid security breaches
3. Fully managed guest-use business center PCs

The Solution

FamilySafe hotel guest WiFi offers 24/7 secure WiFi for hotels and resorts. Our WiFi solutions deliver lightning fast, reliable, and cost-effective connections for guests to enjoy throughout their stay. FamilySafe WiFi uses high-quality equipment to provide a seamless and superior experience.

With a customized WiFi solution from Thinix, Brookstone was able to ensure strong, consistent WiFi coverage not only to their 64 rooms but also property-wide. Along with widespread connectivity, our systems include built-in security to help keep guests safe. Unlike other hotel WiFi systems that lack security and are at risk for cyber threats and viruses, Thinix FamilySafe WiFi works to help keep guest devices and private information secure. We are proud to say our WiFi systems solved another requirement for Brookstone by offering extra protection and security for guests using the services.

Along with our FamilySafe WiFi system, our Thinix team also helped Brookstone meet its goals by providing Thinix Business Center PCs. These fully managed guest-use PCs offer guests an onsite office space, allowing them to take care of all of their office needs by allowing access to printers, essential files, and other programs. Have travelers that are flying in for vacation or coming in for a work conference? Our business center allows them to print their boarding pass or other important files needed. These systems solve Brookstone's third requirement, which is to offer a business center in their hotel.

The Results

After implementing Thinix FamilySafe WiFi, Brookstone Inn & Suites guests have enjoyed reliable WiFi property-wide. Similar to the WiFi systems, our business center technology received positive feedback from guests who were able to use it for their many needs.

It is extremely beneficial for a business to have managed technology to rely on so the staff doesn't have to spend much of their time and energy on technology issues. Instead, owners and team members of Brookstone can focus their efforts on other aspects of the hotel; Thinix has the rest covered!

