



Improving Network Infrastructure in Co-Living Spaces



Case Study



Background

Uniworld 2, a prominent co-living facility, caters to a diverse community of residents requiring seamless internet access for both personal and professional needs. However, their existing internet service provider failed to deliver consistent connectivity, leading to frequent disruptions and dissatisfaction among residents. Recognizing the criticality of reliable internet in maintaining high occupancy rates and resident satisfaction, Uniworld 2 sought a new service provider capable of swiftly addressing these connectivity challenges.

Problem Statement

The Primary challenges faced by Uniworld 2, a co-living property, with their internet management services. Specifically, they were dealing with frequent disconnections and insufficient bandwidth provided by their previous service provider. This situation hindered the smooth operation and satisfaction of residents relying on consistent and high-speed internet access.

The case study aims to highlight how these issues were identified, addressed, and ultimately resolved by a new service provider within a short timeframe of 15 days, showcasing their expertise and capability in managing large-scale hospitality networks effectively.



Challenges

Frequent Disconnections

The network suffered from frequent disruptions, impacting the tenants' ability to stay connected.

Bandwidth Limitations

The current bandwidth allocation was insufficient to support the high number of users, leading to slow and unreliable internet speeds.

Unresolved Complaints

Previous complaints regarding the network issues were not addressed promptly, leading to prolonged downtime and tenant dissatisfaction



Analysis & Solutions

Switch to a Reliable Service Provider

Uniworld 2 transitioned to a reputable internet service provider known for its robust infrastructure and high-speed connectivity. This change aimed to eliminate the recurring internet disruptions and ensure seamless connectivity for all residents.

Upgrade Bandwidth Capacity

The new service provider offered scalable bandwidth solutions tailored to the co-living property's needs. By upgrading bandwidth capacity, Uniworld 2 could support simultaneous internet usage across multiple devices without compromising speed or reliability.

Implement Redundancy Measures

To minimize downtime and mitigate the impact of potential service disruptions, Uniworld 2 introduced redundancy measures such as backup connections and failover systems. These redundancies ensured continuous internet availability even during unforeseen outages.





Implementation

01

Vendor Selection and Contract Negotiation

Uniworld 2 conducted thorough research to select a reliable internet service provider. They evaluated providers based on their infrastructure, service reliability, scalability, and cost-effectiveness. Contract negotiations ensured that service level agreements (SLAs) aligned with Uniworld 2's uptime requirements and included provisions for support and maintenance.

02

Infrastructure Upgrade

The implementation phase involved upgrading the property's network infrastructure to accommodate the new internet service. This included installing necessary hardware, such as routers, switches, and access points, to optimize coverage and performance throughout the premises.

03

Transition Planning

To minimize disruptions, Uniworld 2 developed a detailed transition plan in collaboration with the service provider. This plan outlined timelines, milestones, and contingency measures to ensure a smooth migration from the old internet service to the new one without impacting residents' daily activities.

04

Testing and Validation

Prior to full deployment, Uniworld 2 conducted rigorous testing of the new internet service and infrastructure upgrades. This included performance testing, load testing, and compatibility checks to verify seamless integration and functionality.

05

Resident Communication and Training

Uniworld 2 proactively communicated the upcoming changes to residents, emphasizing the benefits of the improved internet service. They also provided training or informational sessions to help residents maximize their usage of the new infrastructure and troubleshoot common issues independently.

06

Continuous Monitoring and Support

Post-implementation, Uniworld 2 implemented a monitoring system to continuously assess internet performance and promptly address any emerging issues. They maintained open communication channels with the service provider for ongoing support and troubleshooting.



Results and Benefits

Implementing these solutions yielded several key benefits for Uniworld 2

Enhanced Resident Satisfaction

Residents experienced significantly improved internet reliability and speed, enhancing their overall living experience and satisfaction with Uniworld 2's amenities.

Improved Operational Efficiency

Stable and high-speed internet enabled smoother property management operations, including online reservations, billing processes, and communication with residents and vendors.

Increased Occupancy Rates

The enhanced internet service became a compelling selling point for prospective residents, leading to increased occupancy rates and reduced churn.

Positive Reputation

Uniworld 2 gained a reputation for providing reliable internet services, which positively influenced resident retention and attracted new tenants seeking quality co-living accommodations.

Financial Savings

By optimizing internet infrastructure and eliminating frequent service disruptions, Uniworld 2 achieved cost savings associated with reduced maintenance and operational downtime.

Overall, these improvements not only resolved existing connectivity issues but also positioned Uniworld 2 as a preferred choice among co-living properties, driving growth and fostering a supportive community environment for its residents.



Conclusion

With the improved network, tenants experienced reliable connectivity, leading to higher satisfaction levels and improved retention rates. Uniworld 2 is considering expanding their engagement with Rakesh's company based on the successful outcomes of the project.