

Providing WiFi for
holiday parks:

Haulfryn—The Warren

Knowing our clients and their needs

With a history stretching back 75 years, The Haulfryn Group is one of the UK's largest holiday and residential park operators, with 14 in North Wales, South East and South West England.

The Warren in Abersoch is the largest and most exclusive holiday home location in the UK. However, its Wi-Fi network was becoming increasingly unreliable and failing to provide the connectivity required by visitors. Because many of the Warren's holiday home owners are in business, they need a totally reliable Wi-Fi network that enables them communicate with colleagues.

To resolve these issues, Haulfryn called in Infinium IT to help deliver a Wi-Fi infrastructure that would give visitors a more positive user experience.

Tailoring an effective solution to a specific issue

The development of technology has created a consistently high demand for Wi-Fi because of the types of devices that are accessing the network. Previously, customers would access the network via laptops, as and when needed. But with the advent of smart phones and mobile devices such as tablets, the need for on-demand Wi-Fi is a top priority.

As a first step, the installation team at Infinium IT performed remote diagnostics, then a series of intensive site investigations to map the network and identify the hardware needed for the project. The topography of the site, its scale and the impressive build quality and insulation of the lodges also provided challenges to deliver a strong Wi-Fi infrastructure.

How we delivered—and continue to deliver

Infinium IT experts consolidated various existing networks,



then improved the connectivity and bandwidth by bringing five ADSL lines together and using a piece of technology that helped direct and stabilise traffic flow. The system also detects problems with connectivity, ensuring the end-user experience isn't hampered.

As a result, the team developed an infrastructure and network in a short timescale, ensuring efficient connectivity and minimal downtime.

Positive outcomes for The Warren and its customers

Previously the Wi-Fi network had been unreliable and holiday home owners' confidence in the service was low. These issues now been addressed and there is even greater demand on the network, which has the capacity to service all customer requirements and deliver an excellent Wi-Fi experience.

A key milestone for the network was that at Easter weekend it coped with over 200 users accessing the network at once. Bearing in mind the size of the park, its geography and how the lodges are constructed, this is a significant achievement that many city centre hotels would be proud of.

Jason Coupe, general manager at the Warren, said:

WiFi is a major factor now in ensuring visitors to the Warren have an enjoyable stay. Finding a partner to deliver a reliable

infrastructure that supports traffic is critically important, and working with the team at Infinium has afforded us the confidence that our WiFi service will add to the visitor experience.