How a three-hotel lakeside resort installed an on-premises Wi-Fi solution to draw in more customers.

Metropol Lake Resort | Lake Ohrid, North Macedonia

The Metropol Lake Resort is situated next to the beautiful and ancient Lake Ohrid in the southwestern part of North Macedonia and eastern Albania. The resort features three hotels—the Metropol, Bellevue, and Tourist. The 370 guest rooms and suites spread across the three interlinking buildings are the largest hotel facilities in Ohrid and the surrounding region.

The property, which covers roughly 941,000 square feet, also features an outdoor swimming pool, tennis courts, the lakeside beach, and a host of other water and land-based activities.

The Need

Metropol learned in a recent survey that ninety percent of business and leisure travelers want Wi-Fi access in their hotels rooms, while a third stated they would not return to a hotel that did not have it. Poor quality Internet service, or none at all, could potentially translate into a painful loss of business.

Metropol decided they wanted a solid on-premises Wi-Fi network upgrade. For new and regular visitors, an upgrade promised to dramatically improve business and customer satisfaction.

> " By deploying the ezMaster, we got a single point of view of the entire Wi-Fi network, which saves time and resources in maintaining and keeping customer satisfaction."

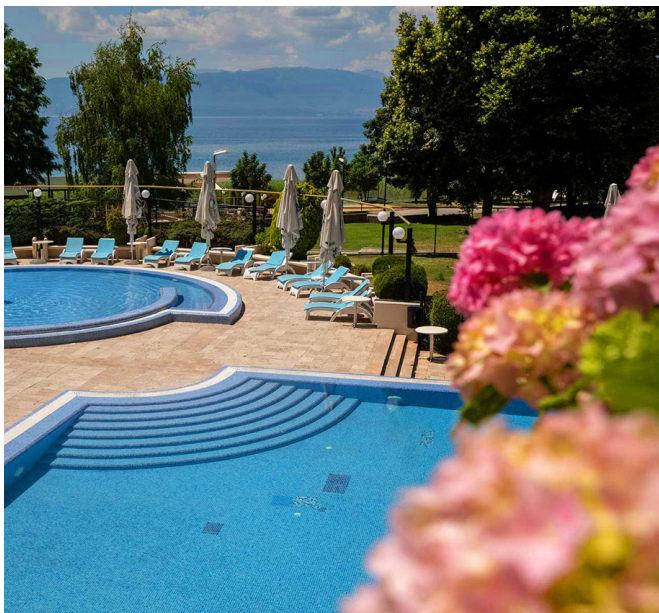**Filip Misevski**
General Manager of Metropol Lake Resort

The Solution

After some consideration, resort management decided to go with the EnGenius EnSky solution, which promised a wealth of benefits in terms of advanced device features as well as improved customer service:

Specifically, the resort purchased sixty-nine **EWS330AP** indoor access points, ten **EWS660AP** outdoor access points, fifteen EWS2910P 8-port PoE switches, and three **EWS7928P** 24-port PoE switches. The suite of devices would be managed onsite using ezMaster network management software.

• Easy installation, setup & analytics	• Enhanced brand image
• Low-cost management	• Increased staff efficiency
• Reduced total cost of ownership (TCO)	• Improved guest experience
• Scalability	• Customer loyalty
• Outdoor wireless mesh network	• Enhanced guest browsing experience
• Advanced security features	• Stronger bond between hotel and guests
• Superior signal strength	• Increase in bookings

The Result

The solution proved more than capable of covering all three hotels in the complex—the Metropol, Bellevue and Tourist—as well as their restaurants and other facilities. The access points deliver the latest in Wi-Fi 6, Wave 2 technology while the switches supply the backbone of a multi-building, multi-level complex with numerous client devices.

"By deploying the ezMaster, we got a single point of view of the entire Wi-Fi network, which saves time and resources in maintaining and keeping customer satisfaction," said Filip Misevski, general manager of Metropol Lake Resort.

The EnGenius indoor & outdoor wireless access points combined with ezMaster are used to remotely monitor, manage, and troubleshoot issues, making centralized network management easy.

EnGenius®

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