



Wi-Fi Multi-Tenant Guide Star | Case Study



"Guide Star's Managed Wi-Fi service was exactly what our property needed. Having professionals tackle our problem made all the difference for our staff and our tenants." - GA Property Manager

At a glance...

Guide Star was approached by a trusted advisor and asked to provide a managed wireless solution and DIA for a 240-unit, 10 building MDU in Georgia that was experiencing support and connectivity issues with their current provider.

Implementation Strategy

Site Survey: Guide Star field technicians performed an on-site survey including an RF scan and low voltage, power and fiber assessment.

Design: Using information gathered from the site survey, Guide Star's network engineers created the backhaul, access point placement and low voltage design, as well as the hardware BOM and labor estimates.

Installation: Guide Star network engineers staged all equipment in their MDU lab before shipping to the site. Guide Star field technicians installed the equipment, completing the transition work after one week.

Support: Tenants onboard by scanning a QR code and creating a password. Guide Star's support technicians provide 24/7 proactive monitoring and are available via phone and email to assist tenants.



CHALLENGES



The property offered internet as an amenity but faced significant operational and technical obstacles:

- Unreliable service and inconsistent coverage across buildings
- High support burden on property management, who were fielding frequent tenant complaints
- Poorly terminated or aging low-voltage cabling causing intermittent failures
- High-demand tenant base, including college students requiring stable connectivity for school and streaming

These issues were eroding tenant satisfaction and consuming valuable staff time.



SOLUTIONS & SERVICES



Guide Star designed a comprehensive, end-to-end managed wireless solution built for reliability, scalability, and ease of support:

- 10G fiber DIA to eliminate bandwidth constraints
- Nomadix gateway and access points to deliver secure, seamless, property-wide Wi-Fi
- Replacement of core network infrastructure, including access points and switching
- Targeted low-voltage cabling remediation where existing terminations were inadequate
- Full transfer of support responsibilities to Guide Star's 24/7 NOC and tenant helpdesk

The solution ensured a consistent, high-quality wireless experience for every resident.



RESULTS & BENEFITS



- Dramatically improved wireless reliability across all 10 buildings
- Significant reduction in tenant complaints and support burden on property staff
- Faster, more stable connectivity for high-demand users, including students
- By owning the network and billing tenants directly, the property captured recurring internet revenue that immediately lifted NOI
- Single-provider accountability for performance, support, and ongoing optimization

The property now delivers a premium connectivity experience that enhances tenant satisfaction and operational efficiency, generating Net Operating Income.



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