

Consistency in Managed Wi-Fi: A Case Study with a U.S.-Based Management Company



EXECUTIVE SUMMARY

For property owners exploring Managed Wi-Fi, selecting a service provider often follows a familiar path. Some may have a preferred provider, while others rely on a competitive bidding process or informal evaluations of vetted service providers. However, this approach frequently results in a fragmented network of providers across different properties, creating inconsistencies in service quality and resident experience.

THE CHALLENGE

A U.S.-based management company with multifamily properties nationwide understands these challenges firsthand. With communities spread across multiple states, they have historically relied on multiple service providers to manage Wi-Fi across their portfolio, including DISH and Mereo.

These provider variations arise from factors such as geography—where some providers lack agreements with local ISPs or technical support staff for truck rolls—business license restrictions, or variable pricing, as not all service providers can offer competitive rates in every city. Equipment differences further compound the issue along with other restrictions preventing a single service provider from being able to provide service. This fragmented approach means that residents' Wi-Fi experiences are tied to the provider and the equipment installed rather than the ownership or management group responsible for providing the service.

The consequences for property owners and residents are significant:

- Inconsistent onboarding processes and workflows
- Different administrative tools for on-site staff
- Variations in payment workflows (for properties with service fees)
- Multiple account management portals for the residents

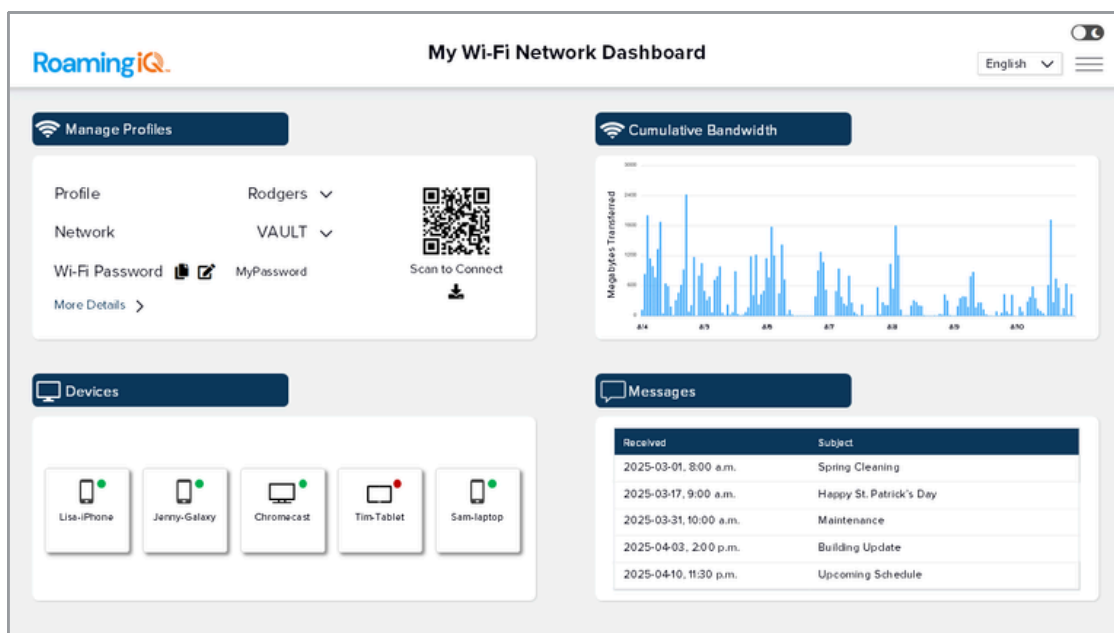
THE SOLUTION: VAULT

VAULT is a Software-as-a-Service (SaaS) platform tailored for multifamily managed Wi-Fi providers.

VAULT simplifies and standardizes critical workflows:

- Resident onboarding and service activation
- Intuitive portal for residents to manage passwords and communicate with support
- Automatic policy provisioning (for example, designated Wi-Fi speeds)
- Payment collection (optional), service deactivation, and more

VAULT’s user interface is built for service providers, on-site staff, and residents, with tailored dashboards for each group. Best of all, the experience is consistent regardless of the equipment on-site. VAULT’s hardware-agnostic design supports leading manufacturers, including RUCKUS, TP-Link, Cambium, HPE Aruba, Meraki, Ubiquiti, and more. VAULT also provides unmatched Wi-Fi security with a unique password (PSK) provided to each resident for encrypted connections and device segmentation.



**VAULT Resident Dashboard
Desktop View**

**2024 NMHC and
Grace Hill Renter
Preferences Survey**

**“High-Speed and Dependable Cell Service
Rank as Top Priorities for Renters”**



THE RESULTS

By partnering with DISH and Mereo, the management company overcame these challenges by leveraging RoamingIQ's VAULT platform to create a seamless and consistent user experience across all properties.

Industry Survey



87%

of respondents think it is either very important or absolutely essential to have internet service available immediately on move-in

Source: 2024 NMHC and Grace Hill Renter Preferences Survey

1

Seamless Roaming

Residents and staff can enjoy automatic roaming across properties. With VAULT, users' Wi-Fi credentials can work at all sites, even between different service providers.

2

Consistent User Experience

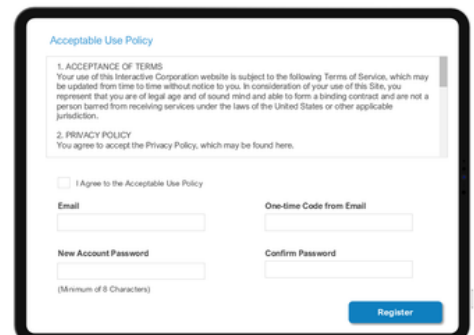
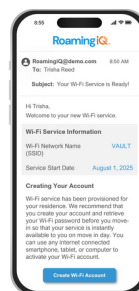
Despite having multiple service providers across their portfolio, the resident experience remains uniform. The way residents onboard and offboard the network, access their credentials, and manage their accounts is standardized, simplifying training and operational oversight.

3

Hardware Flexibility

VAULT's compatibility with multiple equipment manufacturers ensures the user experience is independent of the hardware installed. This also keeps options open for property owners to use different hardware and/or service providers based on factors such as cost.

VAULT Resident Welcome Email and Terms and Conditions



ROAMINGIQ: A TRUSTED PARTNER

RoamingIQ's leadership team has unique insight into the strengths and weaknesses of the Managed Wi-Fi ecosystem. Its CEO helped design Managed Wi-Fi solutions that are installed in hundreds of communities today, and the founders of RoamingIQ have over 20 years of experience as a successful Managed Wi-Fi service provider.

With VAULT, property owners and managers can separate the user experience from the service provider and/or the equipment installed. This enables them to:

- Select the best service provider for each property
- Choose hardware that aligns with budget and performance needs
- Deliver a uniform, reliable Wi-Fi experience

"When you work with VAULT's service providers, you know you're getting the best experience across your entire portfolio," said Tyler Nesper, CEO of RoamingIQ. "Best of all, any service provider can use VAULT. Its API-driven backend enables seamless integration with existing interfaces while delivering site-to-site roaming, unique encryption, and powerful workflows."

LOOKING AHEAD

This management company has demonstrated how the right software platform can transform Managed Wi-Fi. By using VAULT, they've addressed common challenges, standardized their user experience, and ensured flexibility across properties and providers.

If you're a property owner, ask your service provider why they aren't using VAULT. Or reach out to RoamingIQ directly to learn more about our platform and find service providers to suit your needs. Take control of your residents' Wi-Fi experience and provide the consistency they deserve.

VAULT from RoamingIQ



**Community-wide
Roaming**



**Enterprise-grade
Wi-Fi Security**



**Custom Branded
User Interface**

CONTACT US TO LEARN MORE

RoamingIQ
+1-774-215-7700
sales@roamingiq.com
www.roamingiq.com

Mereo Networks
sales@mereonetworks.com
www.mereonetworks.com