

# CASE STUDY

## Overview

Hawkesyard Estate experienced WiFi issues in crucial areas, inconveniencing guests and prompting improvement. The limited connectivity underscored the importance of expanding WiFi access for guests and business tenants, emphasising the need for a comprehensive solution to enhance satisfaction and support operational needs.

- Key areas such as the wedding room and bar faced significant WiFi challenges.
- Guest experiences were hampered by limited connectivity, causing them to seek connection outside.
- Hawkesyard Estate also aimed to bolster WiFi access for business tenants' benefit.



Company Name:  
Hawkesyard Estate

Industry:  
Hospitality

Service:  
Weddings, Events, Conferences and Meetings

Nestled in the heart of Staffordshire, Hawkesyard Estate is a splendid event venue that seamlessly combines historic charm with modern elegance. Enveloped by picturesque landscapes and steeped in rich history, the venue serves as an enchanting backdrop for weddings, corporate events, and special occasions.

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Trust is a really big thing for me, especially with business. I would say my experience with Zephi has been extremely positive and successful. Zephi are amazingly proactive and they have relieved me of a lot of stress. We had a recent occasion where our lease line was being refurbished and Zephi provided support so that we didn't have to stop business. I know if I need them, they are always there to help. I highly recommend them to anyone.

*Ray Rudd - Hawkesyard Estate*



## Results

Zephi's comprehensive connectivity solution yielded transformative outcomes at Hawkesyard Estate. Guests experienced a notable improvement in their event experiences with uninterrupted WiFi access in previously problematic areas such as the main wedding room and bar. This enhancement contributed to heightened guest satisfaction, fostering increased repeat business from conferences and positive feedback on the improved systems.

Moreover, the successful implementation extended beyond guest experiences to support business tenants within the venue. The expansion of WiFi connectivity facilitated seamless operations for tenants, creating a technologically advanced and interconnected environment. This positive shift has not only solidified Hawkesyard Estate's reputation for providing an exceptional event experience but also fostered a thriving community within the venue. The collaborative effort between Hawkesyard Estate and Zephi showcased the tangible impact of prioritising connectivity, resulting in an elevated and technology-driven atmosphere for both guests and tenants.

## Benefits



### Enhanced Customer Satisfaction

Zephi's solution at Hawkesyard Estate boosted satisfaction, eliciting positive reviews and enhancing the guest experience.



### Increased Repeat Business

Zephi's connectivity enhancements led to higher repeat business, impressing attendees and fostering customer loyalty.



### Empowering Business Tenants

Zephi aided Hawkesyard Estate to provide WiFi for business tenants, supporting operations and attracting businesses to the venue.



### Ongoing Support

Zephi's continual support ensures Hawkesyard Estate experiences ongoing operational resilience and maintaining seamless connectivity.

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