



# DEVELOPING A WIRELESS NETWORK TO SUPPORT AN AMUSEMENT PARK'S MOBILE APP



## Challenge



A large amusement park with 26 parks across the United States, Mexico, and Canada had dispersed data throughout the enterprise to the point that it was difficult to manage and maintain. Its goal was to consolidate into two regional Tier-1 data centers and, where possible, move its applications to cloud-based solutions.



In response to patron reviews regarding long wait times and complaints about the usability of the customer-facing mobile app, the customer had re-designed its mobile app. The goal was to use the mobile app to enhance the customer experience by managing traffic flows in the park. For example, the app would divert patrons to the food court during times when there was a long wait for a ride. This app would also offer real-time discounts for concessions to move overstocked items.



While the mobile app would play a large role in improving the customer experience, the park lacked the infrastructure to support it.

## Solution

ConvergeOne worked with the customer to do site-by-site assessments and developed a design to deploy a wireless network that would support its mobile app initiative.

## Results

**20+**  
**PROPERTIES**  
now have a unified  
application strategy.

The customer is in a position  
to optimize the network,  
maximize revenues, and  
improve the customer  
experience with its app.



WIRELESS PERFORMANCE + MANAGEMENT WORKSHOP

Learn how to build a wireless network that can support growing user, device, and application requirements: [convergeone.com/wireless-performance](https://convergeone.com/wireless-performance)