



# CASE STUDY

## Recreation Center NETWORK, VOICE & SECURITY

### Challenges

Supporting a fast-paced, always-on environment with hundreds of daily guests across courts, simulators, fitness areas, and hospitality spaces.

Ensuring reliable, secure connectivity for POS systems, staff communications, and guest Wi-Fi, all critical to daily operations.

Avoiding the complexity and inefficiency of managing multiple technology vendors for network, voice, and security.

Addressing growing cybersecurity risks while empowering staff to be part of a strong security posture.



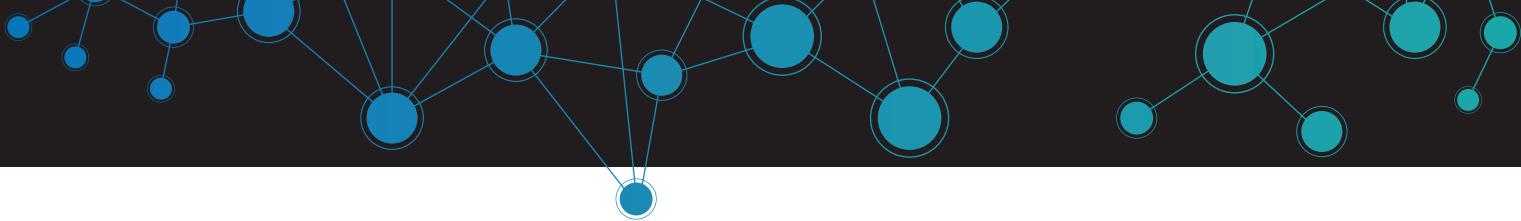
### About the Customer

The customer is a state-of-the-art indoor recreation center featuring 33 pickleball courts, golf simulators, a full gym, and an on-site restaurant and bar. With a high volume of daily visitors and multiple technology-dependent services, the facility required an enterprise-grade network that could deliver performance, security, and scalability without disruption to the guest's experience.

As a newly opened recreation center preparing to serve hundreds of guests each day across courts, simulators, fitness areas, and hospitality spaces, leadership recognized that supporting growth would require a strategic technology approach. Without an integrated solution, scaling operations would have meant working with multiple technology vendors to support internet connectivity, voice services, Wi-Fi, and security.

Relying on separate providers would have made it increasingly difficult to ensure consistent performance and uptime. Critical systems such as POS transactions, staff communications, and guest Wi-Fi were all dependent on network availability, and any disruption could directly impact revenue, operations, and guest satisfaction.

A multi-vendor approach also posed operational and security risks. Fragmented accountability would have slowed issue resolution and increased complexity, while a piecemeal



security approach would have limited visibility and consistency. As cybersecurity requirements evolved, leadership recognized the need for a unified strategy that could protect the organization while engaging employees as part of a strong security posture.

## Telesystem's Solution

With the goal of simplifying their complex communication infrastructure and securing their overall network, Telesystem delivered a fully integrated, end-to-end technology solution designed to eliminate operational risk, protect revenue, and support a premium guest experience. Serving as a one-stop-shop, Telesystem assumed full responsibility for the design, deployment, and ongoing management of the facility's network, voice, and security infrastructure.

To keep the facility running smoothly in a high-traffic, revenue-driven environment, Telesystem implemented **dual internet connections with automatic failover**, ensuring critical systems like POS, reservations, and staff communications remained uninterrupted. Building on this reliable network backbone, an **SD-WAN with advanced firewall protection** was deployed to optimize performance and maintain seamless connectivity even during peak usage periods.

Reliable communication and connectivity extended beyond infrastructure. **Hosted voice services** enabled staff to coordinate efficiently across the facility, while **high-density wireless coverage with enterprise-grade access points and switches** ensured consistent connectivity throughout courts, simulators, fitness areas, and hospitality spaces. The result was a seamless, connected environment that supported both day-to-day operations and a premium guest experience.

Security was integrated into every layer of the solution. **Advanced firewalls and network segmentation** safeguarded business systems while isolating guest traffic. **Employee security training, advanced email protection, and endpoint security** reduced organizational risk and empowered staff to serve as an active line of defense, turning security from a potential vulnerability into a strategic advantage.

With proactive monitoring, centralized management, and ongoing support, Telesystem transformed the facility's technology ecosystem into a resilient, secure, and scalable foundation. Leadership can now focus on growth and delivering an exceptional, uninterrupted experience for every guest, confident that the technology infrastructure is ready to support both today's demands and tomorrow's expansion.