



“Orbi Pro is a lot better than our previous router. It covers a huge area so I can actually go outside and stay connected. And, if anyone needs to get a hold of me, especially for an emergency, they can contact me through WiFi enabled communications like Facebook.”

Connie Price, Tommy's Kayaks

Company name:
Tommy's Kayaks

Company size:
2 employees, 1000 sq.ft.
indoor office,
2 acres outdoor space

Industry:
Outdoor

Social Website
facebook.com/TommysKayaks

Geographic region:
New Hope, Kentucky

Tommy's Kayaks say Bye Bye to Bad Wi-Fi.

BACKGROUND

Tucked deep in the Kentucky woods and surrounded by rivers and streams, like the Rolling Fork River, it was only natural Tommy open a kayak rental business to help out customers who didn't own a boat—to enjoy some time on the water.

Tommy's Kayaks is a small-town business with a few employees and is only open part-year, but it's clear they care about delivering a safe and fun experience for every kayaker.

“We're not in this for the big money. We started to help people out, and it grew into a small business.”

PROBLEM/OBJECTIVE

While their business plan is simple, Tommy's Kayaks had one major problem: A remote location with an outdoor office. In a place where 90% of business is conducted outside, it's crucial for WiFi connections to have reach and remain consistent.

“Our previous system, a Windstream, wasn't cutting it. Once we'd walked out the door, it would drop. Some days it worked, some days it didn't. It would go slow, then speed up.”

So, they decided to try Orbi Pro.

SOLUTION

NETGEAR worked with Tommy's Kayaks to replace their previous Windstream router with an Orbi Pro Tri-Band Business WiFi System (SRK60) AC3000. The system can cover up to 5,000 feet and is weather-proof for outdoor use so Connie and her team can enjoy more reliable coverage across their outdoor site.

Connie, says she had the entire system was up and running in only 15 minutes.

“When we got it, I hooked it right up. I was surprised I didn't have to call anyone or ask for help. I just hooked it up, and turned it on. I had to have someone set my Windstream router, but this was simple.”

RESULTS

Owning a kayak rental business is all about communication, and that can be tough when you're in an area with spotty cell service. Now, the employees at Tommy's Kayaks are confident their guests can contact them when they need to be picked up or have an emergency.

“Not only do we notice a difference, but we've checked our upload and download speeds and our Mbps stay high and consistent. I know when we get back in season, Orbi Pro will help increase customer satisfaction and safety.”

Connie says she's so happy to have made the switch. Not only because it can help fix their safety concerns, but it makes everyday business management easier for her.

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