

RUCKUS + Della Connect

Managed Wi-Fi and Resident Lifecycle Coordination for Modern Living Communities

1. Introduction

Managed Wi-Fi has become a foundational service across apartments, student living, and senior living communities. In these environments, network access is no longer a standalone IT function. It is increasingly tied to resident onboarding, offboarding, visitor access, vendor workflows, staff operations, and service tiering.

While many properties deploy reliable Wi-Fi infrastructure, the operational challenge often lies in coordinating the network with the systems and workflows that govern how the property runs day to day. Without a unifying layer, operators and service providers are often forced to bridge those gaps through custom integrations, manual provisioning steps, and one-off operational workarounds.

This Technical Guide outlines how **RUCKUS Networks** and **Della Connect** work together to support managed Wi-Fi in modern living communities by connecting the wireless network foundation to resident lifecycle and property operations.

2. Audience

This document is intended for:

- Technical Marketing
- Sales Engineers
- Solution Architects
- Managed Service Providers
- Property technology stakeholders
- IT and operations teams evaluating managed Wi-Fi solutions in living communities

3. Solution Overview

The joint RUCKUS + Della Connect solution combines:

- **RUCKUS wireless infrastructure** as the managed Wi-Fi foundation
- **Della Connect's operating layer** to coordinate network access with resident lifecycle and property workflows

RUCKUS role

RUCKUS provides the secure, high-performance wireless networking environment needed to support resident connectivity across dense residential deployments, common areas, and operational spaces.

Della Connect role

Della Connect provides an operating layer that connects managed Wi-Fi to:

- Resident onboarding and offboarding
- Unit assignments
- Resident service tiers
- Visitor access
- Vendor access
- Staff workflows
- Broader property operations

Working alongside existing property management systems and onsite operational processes, Della Connect helps turn Wi-Fi from a disconnected technical service into a coordinated part of the property operating model.

4. Operational Problem Being Solved

In managed living environments, Wi-Fi often depends on operational events outside the network itself.

Examples include:

- A resident moving into a unit
- A resident moving out
- A visitor needing temporary access
- A vendor requiring time-bound connectivity
- A staff member needing role-based access
- A resident requesting an upgraded Wi-Fi tier

When these events are not coordinated with the managed Wi-Fi system:

- Onboarding is delayed or manual
- access is not consistently removed at move-out
- Staff are burdened with repeated support tasks
- Service tiering is difficult to manage cleanly
- Portfolio deployments become inconsistent and difficult to scale

The challenge is not the lack of Wi-Fi infrastructure.

The challenge is the lack of coordination between resident lifecycle events, building workflows, and network access.

5. High-Level Architecture

The joint solution connects the RUCKUS network foundation with Della's operating layer to coordinate resident lifecycle events and property workflows.

Network Foundation

- RUCKUS wireless access points
- RUCKUS switches (where applicable)
- RUCKUS management platform / managed Wi-Fi infrastructure

Operating Layer

- Della OS / Della Connect platform
- Resident app experience
- Administrative / property management interface

Workflow Inputs

- Property management system events
- Onsite staff actions
- Unit assignment and resident lifecycle changes
- Service tier requests
- Temporary access requests for visitors, vendors, and staff

Workflow Outputs

- Network access activation
- Network access deactivation
- User-specific or unit-specific service policies
- Resident-visible Wi-Fi service information
- Administrative visibility into requests and exceptions

6. Functional Workflow Areas

6.1 Resident Onboarding

When a resident is assigned to a unit, network access must be provisioned in a way that is:

- Timely
- Accurate
- Aligned with the resident's move-in experience

Della Connect helps make resident onboarding part of the broader property workflow rather than a separate technical step. This reduces manual effort and helps create a more polished move-in experience.

Technical implication

Network access is associated with a resident and unit lifecycle event, rather than being manually created in isolation.

6.2 Resident Offboarding

At move-out, access must be consistently removed to avoid:

- Lingering access
- Administrative overhead
- Avoidable security exposure

Della Connect helps align offboarding workflows with managed Wi-Fi access changes, improving operational control and reducing manual cleanup.

Technical implication

Access state changes follow the resident lifecycle rather than relying on ad hoc administrative intervention.

6.3 Student Living Operations

Student living environments often involve:

- High-volume move-in periods
- Repeated resident turnover
- Compressed onboarding windows

Della Connect supports consistency by coordinating resident onboarding and service delivery through a repeatable operating layer, reducing operational strain in fast-moving deployment cycles.

Technical implication

High-volume onboarding events can be managed more consistently when network provisioning is tied to occupancy workflows.

6.4 Senior Living Operations

Senior living communities require:

- Reliability
- Simplicity
- Staff supportability
- Low technical friction for residents

Della Connect helps place network access management inside the broader resident and operational experience, which can simplify support and improve consistency for staff and residents alike.

Technical implication

Network delivery becomes operationally easier to support when tied to managed workflows rather than stand-alone network tasks.

6.5 Visitor, Vendor, and Staff Connectivity

Modern living communities support far more than permanent residents. They also require controlled access for:

- Family and guests
- Maintenance teams
- Contractors and vendors
- Onsite operations staff
- Leasing and support personnel

Della Connect creates a coordinated operating layer to manage temporary, role-based, or exception-based access without requiring disconnected workflows.

Technical implication

Short-lived and role-specific access can be managed in alignment with operational roles instead of relying on one-off provisioning.

6.6 Managed Wi-Fi Service Tiers

In some environments, managed Wi-Fi is treated as a utility, while also becoming a differentiated resident service.

Della Connect supports service tier visibility and service tier requests through the resident experience, with operational review and approval through the management platform.

Technical implication

Unit-based or resident-aligned service levels can be coordinated more effectively when the operating system is aware of occupancy, access, and workflow state.

6.7 Portfolio Standardization

Single-site integrations can often be managed manually. Portfolio deployments introduce significantly more complexity due to:

- Multiple buildings
- Different teams
- Varying workflows
- Different property management systems
- Inconsistent deployment practices

Della Connect helps establish a repeatable model for coordinating managed Wi-Fi with property operations across multiple properties and portfolios.

Technical implication

The operating model becomes scalable because logic is handled in a central operating layer rather than rebuilt property by property.

7. Business and Technical Benefits

For Property Owners and Operators

- More consistent onboarding and offboarding
- Reduced manual administration
- Improved operational control
- Cleaner portfolio scalability
- Reduced integration burden over time

For Residents

- Simpler Wi-Fi activation experience
- Clearer access to service information
- More consistent connectivity as part of the living experience

For Managed Service Providers and Integrators

- Stronger differentiation beyond basic access delivery
- Reduced repeated integration work
- A clearer operating model for managed Wi-Fi deployments
- New value-added service opportunities

For Technical Teams

- Reduced fragmentation between operational workflows and network provisioning
- Better consistency across deployments
- Clearer relationship between access states and resident lifecycle events

8. RUCKUS Network Foundation in the Joint Solution

In the joint model, RUCKUS provides the networking layer that supports:

- Secure, reliable, and optimally performing managed Wi-Fi connectivity
- Dense residential wireless environments
- Common area and operational coverage
- Scalable deployment across single sites and portfolios

This provides the stable wireless foundation on which lifecycle-aware services and operational workflows can be coordinated.

The value of the joint solution is not only that residents can connect.

The value is that the network can be coordinated around how the property operates.

9. Deployment Considerations

When evaluating the joint solution, organizations should consider:

- Whether managed Wi-Fi is currently separate from move-in / move-out operations
- How access is currently provisioned for residents, guests, vendors, and staff
- Whether multiple systems must be manually coordinated today
- Whether service tiering is part of the resident experience
- Whether the property or portfolio is trying to standardize workflows across multiple sites

These considerations help determine where the operating layer provides the greatest value.

10. Summary

Managed Wi-Fi in modern living communities is no longer just about connectivity. It is increasingly tied to resident lifecycle, operational workflows, service models, and portfolio consistency.

RUCKUS provides the wireless foundation required for reliable managed Wi-Fi deployments.

Della Connect adds the operating layer that connects that network to how the property actually runs.

Together, the solution enables owners, operators, and managed service providers to move beyond standalone connectivity and toward coordinated property operations.

11. Learn More

To learn more about the RUCKUS and Della Connect partnership and associated solution materials, visit: <https://www.ruckusnetworks.com/alliance-partners/della-connect/>

About RUCKUS Networks

RUCKUS Networks delivers purpose-driven networks that offer superior business outcomes in demanding environments. Our enterprise networking solutions combine high-performance Wi-Fi, network switching, and AI-powered automation to prevent network issues, reduce operational complexity, and keep performance predictable.

www.ruckusnetworks.com

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