



NETWORKS

P O W E R I N G Y O U

Fixed Wireless to ADSL

CASE SUMMARY



Who was the client

- › Yoga Studio and Retreat in Northern Montana.



The Problem

- › Low internet speeds from her service provider.
- › Remote location made servicing impossible.
- › Customer service lagged as a result of slow and unreliable internet.
- › The retreat's reputation was being weakened due to bad service.
- › Their internet Quality of Service (QoS) was not up to par.



How do we solve it

- › We suggested that they purchase our entry-level Fixed Wireless service (24Mbps x 3Mbps) and bond it with their existing ADSL connection (8Mbps x 1Mbps).
- › They received a network service of approximately 30Mbps x 4Mbps with built-in redundancy.
- › Our Quality of Service mechanism eliminated quality-related issues with last-mile access technologies.
- › All the above mentioned solutions helped greatly in reviving the dwindling reputation of the retreat.



How did they benefit

- › **INCREASED PERFORMANCE & RELIABILITY**
 - They received a combined bandwidth of 2 circuits.
 - Rock solid reliability of their network.
- › **CUSTOMER SATISFACTION**
 - With the extra bandwidth, guests were pleased with their browsing experience.
- › **MANAGED SERVICE**
 - The cost of cancelling their DSL contract was avoided and they got a significantly faster network for their business.
 - Their DSL connection is now managed by us.
 - Their web calls were clear and video chats were lag-free.

BONDING FIXED-WIRELESS TO 3 RD-PARTY ADSL FOR BUSINESS CONTINUITY

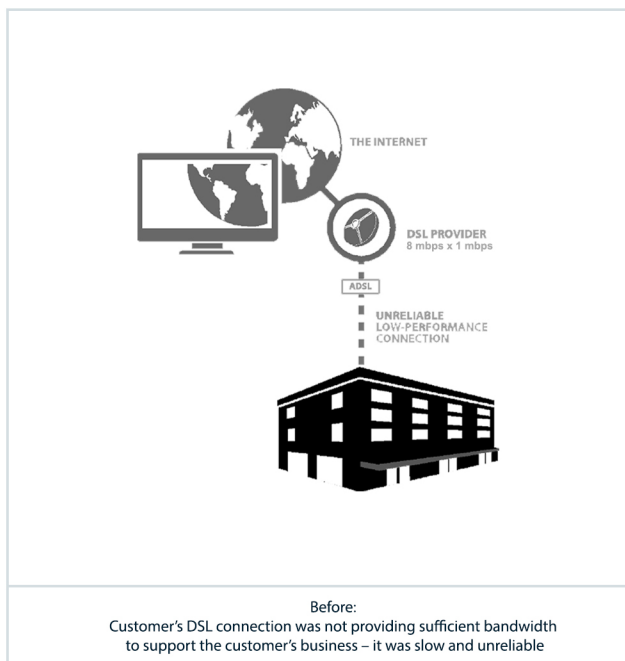
A DSL provider's customer began a hunt to solve network performance pains and found a Fixed-Wireless provider that could bond the bandwidth of a Wimax connection with that of the customer's existing ADSL connection. The Fixed-Wireless service provider provided the customer with a secondary connection and a new IP address along with the assumed control of the customer's entire network.

The Situation

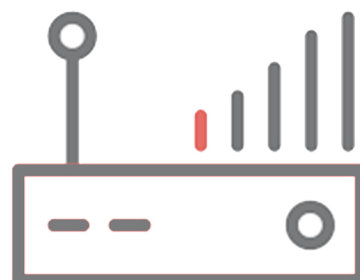
Three months into a three-year contract, a busy Yoga Studio and Retreat in Northern Montana was frustrated with the speed of their DSL connection. The owner of the Yoga Retreat complained numerous times about her network speeds, but the business was too remote for the service provider to make any significant changes to their service.

"The owner of the Yoga Retreat complained numerous times about her network speeds."

Every time technology advances, there is some sort of bottleneck that is created by older technology holding things back.



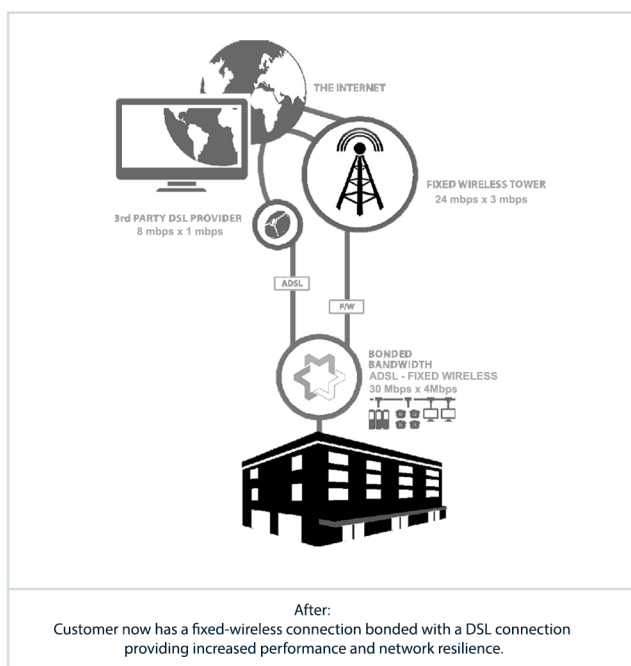
The retreat's reputation was being weakened as customer service lagged as a result of slow and unreliable Internet. The customer began to look for another option when she happened to find a Fixed-Wireless provider that suggested Bonded internet™.



The Solution

The Service Provider, a certified Bonded Internet™ provider, suggested that the owner purchase their entry-level Fixed Wireless service (24Mbps x 3Mbps) and bond it with her existing ADSL connection (8Mbps x 1Mbps). The owner could expect a network service of approximately 30Mbps x 4Mbps with built-in redundancy.

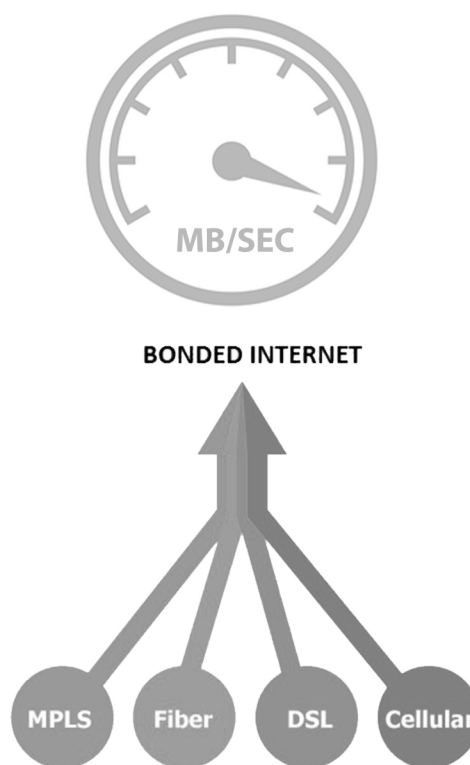
Bonded Internet™ is a networking service that allows customers to combine the bandwidth of multiple network connections. Customers achieve the throughput capabilities of all of the bonded connections as well as the uptime improvements that come with the addition of multiple and diverse connections.



The owner's business greatly benefited from the increased performance due to the combined bandwidth and achieved a higher network resilience that came with having multiple service providers. This, in turn provided more bandwidth for a guest VLAN. The Fixed-Wireless provider would provide a new static IP address and perform the bonding of the two connections which would also take over the DSL connection and manage it.



Most businesses that are located in a remote area will find there's very limited access to fast internet connections, and so will have to choose between bonding two connections together .



The Payoff

Able to avoid the cost of cancelling her DSL contract so early, the owner was able to get a significantly faster network for her business. With the extra bandwidth, she added an additional service for guests and didn't have to contact the DSL provider again. Instead, she had a new relationship with her Fixed-Wireless provider .