

# Why Internet Diversity Matters

How Natural Wireless Restored Connectivity for One of NYC's Most Luxurious Hotels During an Emergency

## About Our Client

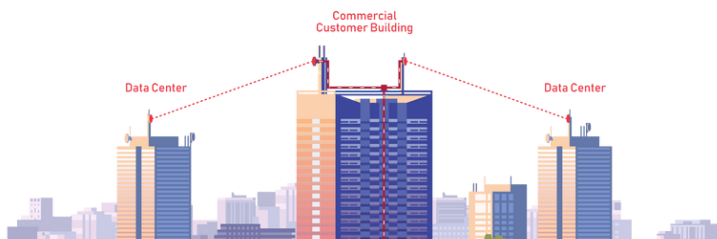
Our client is one of the most luxurious Manhattan hotels, with over 500 guest rooms and private meeting spaces. The hotel is known for its opulent decor, top-notch customer service, room amenities, and guest services technology, all within walking distance of major NYC landmarks.

## Client Challenges



Believing three redundant Internet connections safeguarded the hotel from connectivity failures, the IT Director was confronted with a harsh reality when a manhole explosion outside the hotel caused a complete Internet outage. Consequently, the hotel was unable to support room charges, guest services charges, reservations, guest Internet, and security cameras.

## Natural Wireless's Solutions



Within a few hours of receiving the emergency call, our sales, engineering, and deployment teams worked together to design and deploy a dedicated dual path fixed wireless fiber connection completely diverse from all underground last miles fiber optic.



## Client Outcome

Before the day's end, the opulent hotel was back online and in command of Internet capabilities. The dedicated dual diverse connections Natural Wireless installed not only restored Internet access for back and front-of-house hotel operations but also fortified the hotel's connectivity infrastructure against similar incidents in the future.

Our dual path solutions provide **true diversity and full resiliency, allowing the client to provide uninterrupted services** to the guests.

**Learn how Natural Wireless can optimize your Internet connection.**

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