



CASE STUDY – HOSPITALITY

HOW SPARKLIGHT BUSINESS MET THE INCREASING INTERNET BANDWIDTH NEEDS OF HOTEL GUESTS, WHILE VIRTUALLY ELIMINATING DOWNTIME.

CLIENT

The Hampton Inn & Suites located in Prescott Valley, Arizona prides itself on offering guests a comfortable stay in a convenient location. The hotel has a TripAdvisor traveler rating of 4.5/5, based on over 400 reviews.



CHALLENGE

The hotel provides Internet access in 118 rooms. Guests increasingly are traveling with two or more devices, and streaming and downloading content during their stay. As a result, the demand for reliable, high-speed Internet also is steadily increasing.

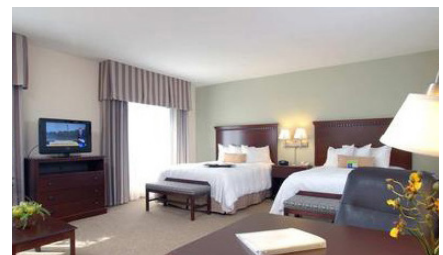
SOLUTION

Dedicated Internet Access from Sparklight Business provides Hampton Inn & Suites Prescott Valley with a 20 Mbps symmetrical Internet connection to meet the hotel's capacity challenges.

"We actually lobbied to get Sparklight Business," says Dane Beck, the owner and General Manager. "My dedicated sales rep got me all the information, all the specs, everything that was needed... They worked very hard to earn the business."

With support from Sparklight Business's state-of-the-art, nationwide fiber backbone, guests of Hampton Inn & Suites Prescott Valley have experienced only one outage in four years. And with scalable bandwidth options, the hotel can continue to exceed guest expectations, while meeting the ever-increasing demand for bandwidth and speed.

"The service is excellent," says Dane. "When we needed to increase bandwidth, it was just a phone call away. It was a seamless process."



"Without Sparklight Business's fiber backbone, we wouldn't have the bandwidth to meet our customers' demand."

Dane Beck

Owner & General Manager,
Hampton Inn & Suites
Prescott Valley