

NO MORE EARLY CHECK OUTS: A CASE STUDY WITH THE BYRD HOTEL GROUP

The Byrd Hotel Group suffered from guests checking out early because of unreliable internet connectivity. Copper State Communications provided them with a hands-off solution.

THE CASE:

The Byrd Hotel Group, a developer, owner, and operator of select and full service lodging properties in the Phoenix, AZ area was experiencing daily internet downtime, resulting in a constant loss of customers.

- Visitors would check out early because they couldn't get any work done, and make a point of saying they would not be back because of the internet issues.
- Front desk staff wasn't sure who to contact when guests had problems and managers weren't around, resulting in confusion for both staff and customers.



The Byrd Hotel Group suffered unhappy customers for over a year!

THE NEEDS:

- ✓ Internet that could keep customers happy and coming back
- ✓ Consistent monitoring and support
- ✓ New routers and access points
- ✓ Headache-free IT life

Byrd Hotels wanted to stop losing customers and keep negative reviews at bay.

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After a year of not getting anywhere with a service provider, it was frustrating. One of the managers at a sister property had a contact at Copper State. They were a one stop shop for us, and were very professional and forthcoming.

Blair Vigh,
General Manager,
The Byrd Hotel Group

THE RESULTS:

Copper State determined that the group's internet was being throttled back because of its hardware. The group was paying for 100MB upload and download internet speeds, but only getting 20MB out of the connection for the whole building.

Copper State came in and:

- ✓ Replaced all old equipment, including routers and access points
- ✓ Installed a new system
- ✓ Took control of system monitoring

The Byrd Hotel Group now receives full bandwidth from its internet connection, and has not experienced any downtime under Copper State's management.

With reliable internet connectivity, customers fulfill their stays, and hotel management doesn't have to lift a finger.

Copper State's proactive monitoring means hotel staff can rest easy knowing the internet will stay up, and the network stays secure.

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Everything has been positive. We are very happy with our decision to work with Copper State. They have been great.

**Blair Vigh, General Manager,
The Byrd Hotel Group**

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Copper State was a one-stop shop for us.

**Blair Vigh,
General Manager,
The Byrd Hotel Group**

