

# LUXURY SKI RESORT OFFERS GUESTS HIGH-SPEED INTERNET ACCESS

## WITH COMCAST BUSINESS ETHERNET DEDICATED INTERNET

### CHALLENGE

Provide resort guests, including business conference attendees, with fast, dependable Internet access.

### SOLUTION REQUIREMENTS

- Cost-effective: Must support need for increased bandwidth without a corresponding increase in a capital or expense outlay.
- Quick and reliable: The ideal solution will provide high-speed Internet access for guests, including business conference attendees, and employees 24/7, even during busy ski season.
- Flexible and scalable: Bandwidth must be adjustable during busy season and when large corporate guests host conferences.

### SOLUTION

- Comcast Business Ethernet Dedicated Internet Access Service
- Comcast Business Ethernet Private Line Service

### RESULTS

- Improved Guest satisfaction with Internet service
- Able to increase bandwidth on demand to support peak demand for Internet access during busy season and/or corporate events
- Dedicated point-to-point connection between properties links employees to property management system

### THE BUSINESS CHALLENGE

Renowned for its magnificent accommodations, impeccable service and memorable alpine setting, Stein Eriksen Lodge is one of the most accessible, year-round resort destinations in North America. The Lodge is also the ideal location for business conferences because it accommodates large groups of people and offers high-speed Internet access.

In the past, the Lodge relied on T1s for Internet access, but that solution didn't offer the level of bandwidth needed by guests during the busy ski season, especially when they used their laptops or handheld devices to stream movies. The only way to increase bandwidth was to add more T1s, which was cost-prohibitive and sub-optimized because the Lodge only needed more bandwidth during ski season, not permanently. Plus, adding more T1s meant adding more points for possible failure.

In addition to meetings guests' (and employees') Internet access needs, the Lodge wanted to boost revenue by attracting large corporate customers to host conferences. Corporate customers needed access to the Internet to download sizeable files.

"Flexible bandwidth is key for us, but so are reliability and redundancy," said Ben Lee, IT Manager for Stein Eriksen Lodge. "We needed a cost-effective solution that addressed all three concerns."

### THE COMCAST BUSINESS SOLUTION

Stein Eriksen Lodge implemented Comcast Business Ethernet Dedicated Internet Access Service to provide individual and corporate guests with the bandwidth they need, for as long as they need it.

"The T1s couldn't offer the flexible bandwidth that Comcast provides," Lee explained. "And with Comcast, we don't have to purchase extra equipment or wait for new circuits when we need more bandwidth. I just call my Comcast sales rep, and he bumps up our bandwidth accordingly. This has enabled us to attract large corporate customers because we can support their bandwidth needs now."

Business Ethernet Dedicated Internet Access Service keeps business running smoothly at Stein Eriksen Lodge. "Not only is our Internet connection reliable, but we also have peace of mind knowing Comcast monitors and supports our connection 24/7."

Stein Eriksen Lodge relies on Comcast for another mission-critical service. Soon after Business Ethernet Dedicated Internet Access Service was in place, Lee's sales rep told him about Comcast Business Ethernet Private Line Service, which could connect the Lodge with an adjacent property called the Chateau so employees at both locations would be able to access the same property management system.

**“Flexible and scalable bandwidth is one of the greatest features of Comcast Business Ethernet Dedicated Internet Access Service.”**

Ben Lee  
IT Manager  
Stein Eriksen Lodge

“The previous T1 connection didn’t provide sufficient bandwidth for the property management system,” Lee said. “Instead, we relied on remote terminal service access, which was prone to problems. The Business Ethernet Private Line Service is secure, reliable, and flexible. If current bandwidth doesn’t provide efficient performance, we can bump it up as well.”

## **THE RESULTS**

### **Fast reliable Internet access meets guests’ needs**

Stein Eriksen Lodge is a premier resort destination for guests seeking the ultimate in hospitality. The Lodge prides itself on meeting all of their needs, including fast and reliable Internet access 24/7, thanks to the Business Ethernet Dedicated Internet Access Service.

### **Scalable, cost-effective bandwidth can be adjusted during busy season and for corporate events**

The IT team at Stein Eriksen Lodge can quickly and easily add additional bandwidth with Business Ethernet Dedicated Internet Access Service, without the delays and expenses of ordering new circuits, upgrading capacity, or purchasing new equipment.

### **Dedicated point-to-point connection between properties links employees to property management system**

The Business Ethernet Private Line Service provides a fast and reliable fiber connection between the Lodge and Chateau, enabling employees at both locations to access the property management system.

## **ABOUT**

The Forbes Five-Star, AAA Five Diamond Stein Eriksen Lodge is one of America’s premier resorts and a member of the exclusive international association of independent luxury hotels and resorts, Preferred Hotels & Resorts Worldwide. Providing guests with the ultimate year-round luxury destination, Stein Eriksen Lodge offers world-class skiing during the winter and biking, golfing, shopping, horseback riding, swimming, tennis, and fishing during the summer. Guests can also be rejuvenated year-round with treatments from the Forbes Four-Star rated Spa.