

CASE STUDY

How High-Speed Internet Transformed Boneyard Vista RV Park



Customer Overview

Simply Bits, a Ting company and pioneering internet service provider, focuses on transforming communities through superior connectivity solutions. Ting's mission is centered around delivering a more accessible, equitable, and innovative internet that underpins stronger communities.

Boneyard Vista, part of Davis-Monthan's recreational offerings, is the premier RV camping facility for military personnel, offering 250 fully equipped campsites, ensuring a comfortable stay for all guests, including pets.

Business Challenge

Boneyard Vista aimed to enhance its guests' experience by upgrading its digital infrastructure to meet increasing demands for reliable, high-speed internet. The RV park faced several opportunities to improve:

- **Expanding Coverage:** To provide consistent and reliable internet access across all areas of the RV park, ensuring no guest is left without connectivity.





“The feedback has been overwhelmingly positive. We’ve seen a significant drop in connectivity complaints, and the ease of management with Cambium’s solutions has allowed us to focus more on customer service rather than firefighting network issues.”

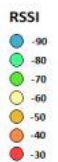
Rob Vertolli, Director, Internet Engineering, Ting Internet

- **Accommodating Growing Device Needs:** Adapting to the trend of guests bringing multiple devices, requiring robust internet to support streaming, browsing, and more on several devices simultaneously.
- **Modernizing Infrastructure:** Transitioning from an outdated system to a state-of-the-art network capable of supporting current and future technology needs without extensive physical overhaul.

Technology Solution

To address these challenges, Ting Internet deployed a robust connectivity solution using cutting-edge technology. The deployment included:

- **cnWave 60 GHz**
 - cnWave utilizes 60 GHz millimeter wave technology to provide high-speed, low-latency wireless broadband, which is ideal for dense, urban environments and wide-area network deployments like Boneyard Vista.
 - This solution allows for rapid deployment and high bandwidth connections, reducing the need for extensive physical infrastructure and enabling quick scalability.
- **XV2-2 outdoor Wi-Fi 6 access points**
 - These solutions provide robust outdoor Wi-Fi coverage with high efficiency and simplified deployment, significantly reducing installation costs and complexity.
 - The XV2-2 APs offer superior performance in high-density environments, ensuring reliable connectivity across the RV park.



Field Results

Post-implementation, the results were overwhelmingly positive, transforming the digital landscape of Boneyard Vista:

- **Enhanced Guest Satisfaction:** The upgrade to reliable, high-speed internet significantly improved guest experiences, as evidenced by a sharp reduction in connectivity-related complaints.
- **Increased Capacity and Coverage:** With Cambium's solutions, the park now supports hundreds of simultaneous connections, covering more users over a larger area without loss of service quality.
- **Reduction in Customer Complaints:** Since the upgrade, the frequency of customer complaints has notably decreased, with only two reported issues since the beginning of the year, demonstrating the reliability and effectiveness of the new network infrastructure.



Business Value

The new network infrastructure has delivered substantial business value to Boneyard Vista:

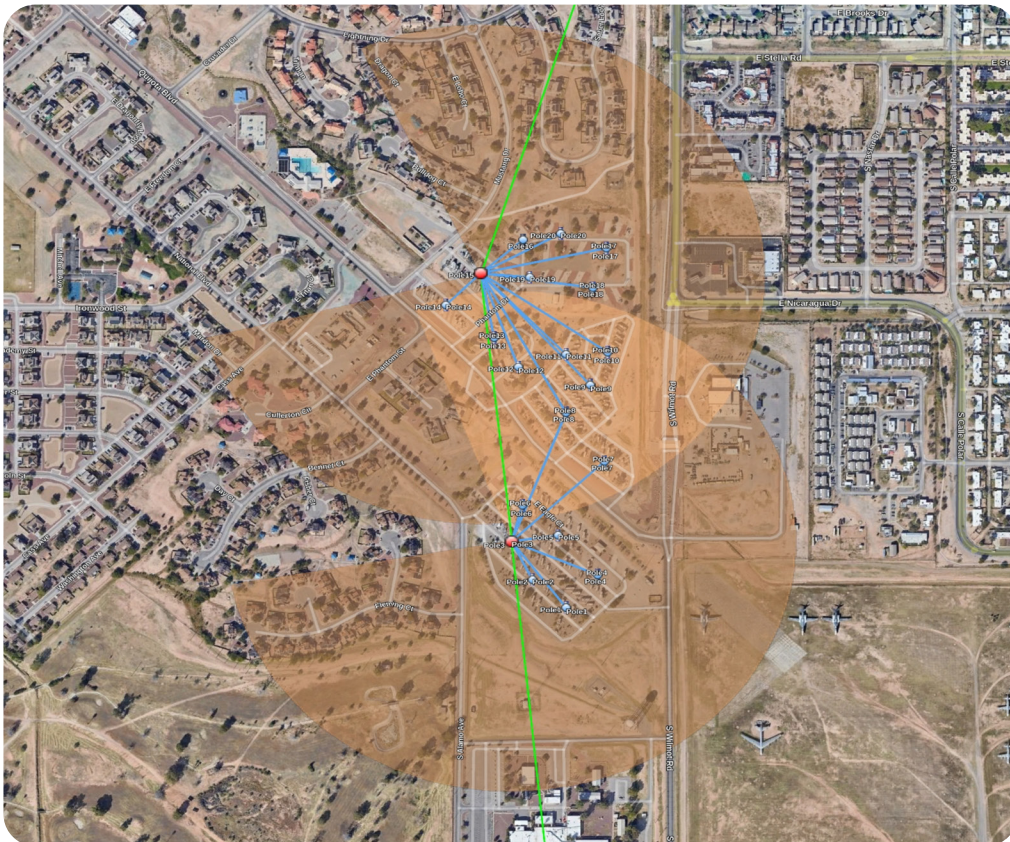
- **Improved Operational Efficiency:** Streamlined internet services have reduced staff workload related to managing connectivity issues.
- **Competitive Advantage:** Enhanced internet capabilities make Boneyard Vista a more attractive option for tech-savvy travelers.
- **Cost Savings:** The efficient deployment and reduced need for physical infrastructure have lowered overall IT costs.

Rob Vertolli, Director, Internet Engineering at Ting Internet: “The feedback has been overwhelmingly positive. We’ve seen a significant drop in connectivity complaints, and the ease of management with Cambium’s solutions has allowed us to focus more on customer service rather than firefighting network issues.”

Cambium Networks' ONE Network Advantage

The success at Boneyard RV Park highlights the benefits of Cambium Networks' ONE Network approach:

- **Unified Management:** Simplifies operations across the network, allowing more resources to be allocated to business development rather than technical management.
- **Scalable Solutions:** Adaptable to the needs of any size enterprise or service provider, ensuring that as customer needs grow, the network grows with them.



About Cambium Networks

Cambium Networks enables service providers, enterprises, industrial organizations, and governments to deliver exceptional digital experiences, and device connectivity, with compelling economics. Our ONE Network platform simplifies management of Cambium Networks' wired and wireless broadband and network edge technologies. Our customers can focus more resources on managing their business rather than the network. We make connectivity that just works.