National Hotel Chain

Executive Summary

In anticipation of Hurricane Harvey's arrival on Friday August 25th, one Houston business made the decision to relocate call center operations to the DoubleTree Hotel in Richardson. Requiring a 50mbps fixed wireless circuit to ensure they could fulfil their occupational demands, employees of the company were already en route. Director of Engineering, Bill Firth, contacted One Ring Networks and within a matter of hours the service was fully operational

The Situation

The relationship between DoubleTree Richardson and One Ring Networks began over 10 years ago as the hotel's former owner, Al Morie, employed a small circuit from the communications carrier.

As time progressed, Morie and Firth, who continues to oversee all building operations at the hotel, became increasingly frustrated with the pricing and support of larger carriers such as AT&T and TimeWarner.

DoubleTree Richardson decided to give One Ring Networks' more comprehensive fixed wireless solution a chance. The hotel hasn't looked back since, with Firth stating:

"One thing we've found since switching our service to One Ring Networks is that we can call them at any time. I don't have to filter through layers of unhelpful people to get to the person I need. I can call my Account Manager or Operations Manager directly – they'll always pick up and be willing to help.

The Challenges

Office relocation to a temporary office in the face of natural disaster

The Solution

High-speed fixed wireless internet

The Results

A successful temporary office solution that turned int oa permanent connection for the hotel location

This was the case recently as Firth contacted One Ring Networks with an immediate need for increased bandwidth. With guests and employees displaced by the destruction of Hurricane Harvey heading to his hotel, Firth called Donna Viviano, Director of Business Development at One Ring Networks. Viviano forwarded on the request to the operations team.

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The Outcome

With a rapidly-approaching deadline, the Richardson-based team addressed the issue as soon as they were made aware of it. As outlined previously, DoubleTree Richardson already benefits from a fixed wireless service with One Ring Networks. This circuit is managed and monitored from the company's regional office meaning that adjustments can be made with ease.

Firth highlights how simple the process was:

"We had two choices – reach out to one of the big box carriers as we still use some of their systems here, or give One Ring Networks a call. I chose the second. I gave Donna a call and she had the paperwork over to me inside 15 minutes. I gave the 'okay' and the changes were made. Our guests arrived later that day and have been more than happy with the connection.

The reconfiguration has enabled the visiting employees to continue with their roles as usual. The company is a major player within the oil and gas industry in Texas and across the United States and could not afford to cease operations despite the events in Houston and the surrounding areas. DoubleTree Richardson and One Ring Networks are happy to have been able to support the relocation of the call center.

Following the success of this event, Firth made it clear that DoubleTree Richardson will continue to utilize One Ring Networks for all of its Internet connectivity needs:

"We are 100% satisfied with the service. The customer support is second to none. The urgency that One Ring Networks showed in getting our hotel and our guests set up with what shows that they truly value us as a customer.

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