

Customer story

INDUSTRY:

TOURISM



HIGHLIGHTS

How can tourism maximise connectivity using Viva's Mobile aggregated broadband using SMOAD 4G edge router with SD-WAN?

CLIENT

An established multinational Grand hospitality business with Hotels & Resorts across India.

REQUIREMENT

The company manages luxury and business hotels, resorts, and vacation properties across the country.

- The Grand houseboat hotels are one of their ongoing hospitality projects to provide special events to their customers.
- The houseboat has advanced audio and video visual capabilities to accommodate 60 guests.
- Their special events necessitated uninterrupted Internet connectivity to provide a better digital experience to their customer during transportation.

CHALLENGE

The Grand Houseboat platform provides backwater rides on Lakes.

The significant challenges for their houseboats were unstable Internet connectivity during travel from one location to another in the backwaters.

Their unstable connectivity disrupted their events, making it impossible to live stream weddings & reception events.

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MORE INFO



SOLUTION

[Enterprise Managed Broadband]

To address this complex network requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- **Mobile Aggregated Broadband as a Service:** A managed broadband solution was implemented using a multi-functional 4G Edge router with SD-WAN technology, providing consistent and reliable internet access.
- **Stable Connectivity During Trips:** The solution ensures stable and uninterrupted internet connectivity for the company, even during trips, improving communication and operational efficiency across remote locations.

Viva's solution consisted of:

- SD-WAN Edge Router.
- Failover & Redundancy.
- Internet through LTE with two or three SIM cards.
- Mac-binding for additional security.
- WI-FI range of up to 50 meters.
- Reduced operational costs.
- SLA driven and 24/7 support.