

## Overview

Meeting guest expectations for Internet speed (bandwidth) is an ever-present challenge. According to a recent GuestSurveys.com poll, guests expect hotel Internet speeds to be similar or *better* than their personal connection at home. With home connections over 50mb/sec and increasing in many areas of the country, this is a difficult feat to overcome.

Adding to the difficulty of meeting this demand, many ISPs don't offer commercial service packages that are capable of exceeding guest's personal home connection. Hotels, then, are required to aggregate or combine multiple ISP connections in order to meet this demand. ISPs don't offer aggregated services, so InnFlux began offering its ISP Load Balancing, Failover, and Aggregation solution in 2006. Since then, customers have found that in many cases, aggregating two or more connections is not only faster and more reliable, but actually more cost effective than bonding more than one T1 connection.



InnFlux's ISP Load Balancing solution offers the aggregation of **two ISP Broadband Connections** and is scalable up to **13 Broadband Connections**. InnFlux has implemented this solution in more than 20% of its more than 700 serviced hotels. Now mandated for all IHG hotels, load balancing and aggregation is an exponentially growing trend.

## Service Features

- Combine the speed and reliability of up to 13 ISP connections
- QOS and policy routes enables specific traffic to use a specific connection (particularly useful for back-office or PMS traffic)
- ISP Monitoring and problem alert notifications
- ISP uptime graphs and usage reports
- Toll-free support
- Full Equipment warranty through the term of the service contract.

