



## CASE STUDY – HOSPITALITY

# HOW A CUSTOMIZED FIBER SOLUTION FROM SPARKLIGHT BUSINESS HELPED A HOTEL GROUP DELIVER THEIR PROMISE OF 100% SATISFACTION.

### CLIENT

Founded in 1978, Raymond Management Company (RMC) is a trusted hospitality real estate developer and manager based in the Midwest. The company currently operates over 30 hotels across the country.



### CHALLENGE

Built and managed by RMC, the Hampton Inn & Suites located in downtown Boise, Idaho guarantees its guests 100% satisfaction during their stay. They needed a fast, reliable Internet solution that could meet the high bandwidth demand of their business and leisure clientele.

### SOLUTION

Sparklight Business worked hand in hand with RMC to build a custom fiber-optic solution to accommodate the needs of their guests and deliver HDTV and reliable, high-speed Internet to the hotel's nearly 200 rooms. They also worked together to meet the strict Hilton brand standards.

"The people at Sparklight Business made the difference," says Steve Dettman, IT Director at RMC. "They were willing to work with us. They were truly a partner, not a vendor."

Dedicated Internet Access from Sparklight Business now provides the Hampton Inn & Suites Downtown Boise with the bandwidth and speed that their guests demand. The 100 Mbps dedicated, symmetrical Internet connection is delivered over Sparklight Business's nationwide fiber backbone, ensuring constant uptime, as well as scalable bandwidth on-demand.



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**Steve Dettman**  
IT Director, Raymond Management Company