



# netElastic vBNG and INTECH Meet Demanding Expectations of Luxury Hi-Rise

**INTECH was seeking a multi-dwelling unit (MDU) subscriber management solution that would meet the Waldorf Astoria's high expectations. After evaluating many vendors, INTECH chose netElastic's virtual Broadband Network Gateway (vBNG).**

The Waldorf Astoria is one of the world's most prestigious hotels, well-known for their luxury and personalized service. And the Waldorf Astoria Residences (located on the Las Vegas strip) is the premier name for luxury living in Las Vegas.

With a focus on providing an unmatched customer experience, it's no surprise the Waldorf Astoria Residences wanted to offer its residents high-speed, ultra-reliable internet access. They turned to INTECH, a multi-dwelling unit (MDU) service provider with a reputation for providing high quality internet access and excellent customer service.

INTECH knew they would only have one shot with the Waldorf Astoria, and they were committed to finding a MDU subscriber management solution that would meet the Waldorf Astoria's high expectations. The solution had to be scalable and cost-effective, with high performance and a stable operating environment.

After evaluating many vendors, INTECH chose netElastic's virtual Broadband Network Gateway (vBNG). According to Leonard Jenkins, CTO, INTECH, "netElastic vBNG was easy to set up and to operate." In addition, INTECH was able to use their existing hardware with netElastic software, which saved a considerable amount of money.



The Veer Towers and the Shops at Crystals on the Las Vegas Strip, with the Waldorf Astoria on the left.

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Nando Ateho, General Manager, INTECH, said “The Waldorf Astoria is the most luxurious and demanding high-rise on the Las Vegas strip. And I’m happy to say netElastic vBNG has been an excellent fit. Not only did netElastic save us money compared to our previous vendor, but the performance and stability of vBNG has been outstanding. If netElastic vBNG can be successful at the Waldorf Astoria, they can be successful anywhere.”

Nando continued, “The scalability of netElastic vBNG has enabled us to start with a minimal investment. As we continue to grow our subscribers, we’ll be able to seamlessly and cost-effectively scale with netElastic.”

To deliver a best-in-class service, support is critical. It was also critical when INTECH chose netElastic. Before making their purchase decision, INTECH conducted a proof-of-concept (POC) with netElastic. Nando explained, “netElastic’s support during the POC was excellent and it assured us their solution would be a good choice.”

Most importantly, Waldorf Astoria customers are happy. “Ultimately, our success will be determined by our subscribers and the response from Waldorf Astoria residents has been tremendous,” said Nando.

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