

# AUREON®

## Case Study - Fort Frenzy

### Problem



**Fort Frenzy**, a popular entertainment venue, experienced **frequent internet outages** with their previous provider, especially during high-traffic weekends. These outages severely

impacted their ability to **process credit card transactions**, resulting in significant financial losses. Additionally, their provider's **lack of responsive customer support** led to operational frustrations, leaving Fort Frenzy struggling to maintain reliable service during critical times.

### Solution



Aureon provided a comprehensive Business Internet solution designed specifically for businesses like Fort Frenzy. With 99.99% uptime, symmetrical speeds (up to 1 Gbps),

and a dedicated fiber connection, Aureon delivered unmatched reliability. Unlike cable providers that share bandwidth, Aureon's network ensures each business gets its own **private connection**, minimizing downtime and maximizing performance. Aureon's **24/7/365 Network Operations Center (NOC)**, staffed with Midwest-based support, allowed Fort Frenzy to receive immediate assistance whenever needed. This level of proactive service, combined with **built-in DDoS mitigation** to protect against cyber threats, ensured Fort Frenzy's internet remained secure and efficient, even during their busiest times.

“Aureon has been fantastic. I've only had one outage in four years, lasting three seconds. Their support has been outstanding.”

— **Jordon McCubbin, Fort Frenzy**

### Outcome

After Aureon implemented their Business Internet solution, Fort Frenzy experienced a significant improvement in their operations. The following outcomes showcase the benefits of Aureon's solution:

- ✓ **Operational Continuity:** Fort Frenzy experienced a drastic reduction in outages, ensuring uninterrupted operations during peak hours. The reliable internet connection allowed for smooth credit card processing, preventing further revenue loss.
- ✓ **Revenue Protection:** By eliminating downtime, Aureon helped Fort Frenzy save thousands of dollars in potential lost sales, securing their revenue stream.
- ✓ **Improved Customer Experience:** With a stable, high-speed connection, customers experienced faster, hassle-free transactions, enhancing their overall satisfaction.
- ✓ **Scalability for Growth:** Aureon's flexible connectivity allowed Fort Frenzy to scale their service as needed, ensuring they were always equipped to meet increasing demands.

### Key Results



**99.99% uptime** with Aureon's dedicated business fiber network.



**Thousands of dollars saved** by preventing revenue lost due to outages.



**Built-in DDoS** protection safeguarded Fort Frenzy's internet from potential cyber threats.