



CASE STUDY

Cox Business & Hospitality Network: The Power Behind Las Vegas Resorts

Since opening in 2005, a five-star Las Vegas resort has relied on Hospitality Network, a Cox Business company, to deliver guest-facing technology that matches its luxury brand. What began as foundational support for in-room entertainment and WiFi has evolved into a strategic partnership—one that adapts to rising guest expectations, expanding convention demands and the growing complexity of smart room and IoT integrations. With trust built over two decades, the resort continues to turn to Hospitality Network to enhance performance, security and profitability across its properties.

HIGHLIGHTS

CUSTOMER PROFILE

Industry
Convention & Hospitality

Location
Las Vegas, Nevada

Services Supported
Hotel & Convention Center

Recognition
Forbes Five-Star resort

CHALLENGE

- Rising guest demand for seamless, high-speed smart room tech
- Scalable infrastructure for IoT, voice assistants & entertainment
- Convention growth needs advanced connectivity & managed services
- Security risks at high-profile events: spoofing & DDoS threats

SOLUTION

- Managed WiFi: Guest access & captive portal
- Internet Circuits: Redundant fiber & high-capacity bandwidth
- Guest Entertainment: Interactive TV & property management system integration
- IoT & Smart Rooms: Voice-activated controls & seamless network integration



Profitability

Revenue generator through tiered WiFi and convention network services

Reliability

Reliable operations with on-site tech and proactive network management

Experience

Boosted satisfaction with smart controls and personalized entertainment

Infrastructure

Enabled large events with scalable, specialized connectivity

KEY OUTCOMES AND BUSINESS IMPACT

The partnership has generated over \$2 million annually in upsell revenue from guest WiFi and convention services, with a profit share model that turns technology into a revenue stream. Operationally, embedded on-site HN engineers ensure near-zero downtime and rapid issue resolution, contributing to one of the quietest support profiles across Hospitality Network's portfolio. The resort's five-star rating is supported by the seamless technology experience—from personalized in-room entertainment to highspeed connectivity for streaming and VPN use. Guest satisfaction is further enhanced by flexible bandwidth tiers and smart room integrations, including voice-activated controls for lights, and air quality sensors. The resort's convention business has grown in complexity and scale, supported by tailored connectivity packages and dedicated sales personnel. The trust built over 20 years has positioned Hospitality Network not just as a vendor, but as a strategic partner—one that helps the resort maintain its elite status while adapting to the future of hospitality technology.

LOOKING AHEAD

The resort is exploring enhanced network security and monitoring, including DDoS protection and CISO-led collaborations that can yield positive impact across Las Vegas properties. With Hospitality Network's flexibility and trusted expertise, the resort is equipped to lead in guest experience, operational excellence and digital innovation.

WHY COX BUSINESS?

✓ Hands-On Approach

- 24/7 support
- IT team enablement
- Local experts

✓ Expertise

- Tailored solutions for industries
- A robust portfolio of tech solutions
- Understanding of compliance needs

✓ Seamless Set-Up

- Collaborative implementation
- Connectivity & cloud solutions
- Team training and support

WHY HOSPITALITY NETWORK?

✓ Hospitality & Connectivity

- 40+ years in event venues
- Purpose-built infrastructure
- WiFi & industry solutions

✓ Event & Guest Services

- Co-designed deployments
- Onsite & remote tech teams
- Personalized guest solution

✓ Future-ready & sustainable

- Eco-friendly hardware recycling
- Scalable event tech
- Redundant, high-capacity WiFi



The long-standing partnership between this Las Vegas resort and Hospitality Network reflects trust, innovation, and shared commitment to world-class hospitality.