

Internet resilience

WIRELESS INTERNET BACKUP FOR BUSINESS CONTINUITY



of small and mid-sized B2B organizations have lost customers due to IT system downtime.¹

In a world of uncertainty, organizations need to plan now for the possibility of downtime.

Technology failure, natural disasters and human errors can all put your internet connectivity and business data at risk. IDC estimates that the mean cost of downtime is \$250,000 per hour.² Indeed, 46 percent of small and mid-sized business-to-business organizations reported in a recent survey that they have lost customers due to IT system downtime.³

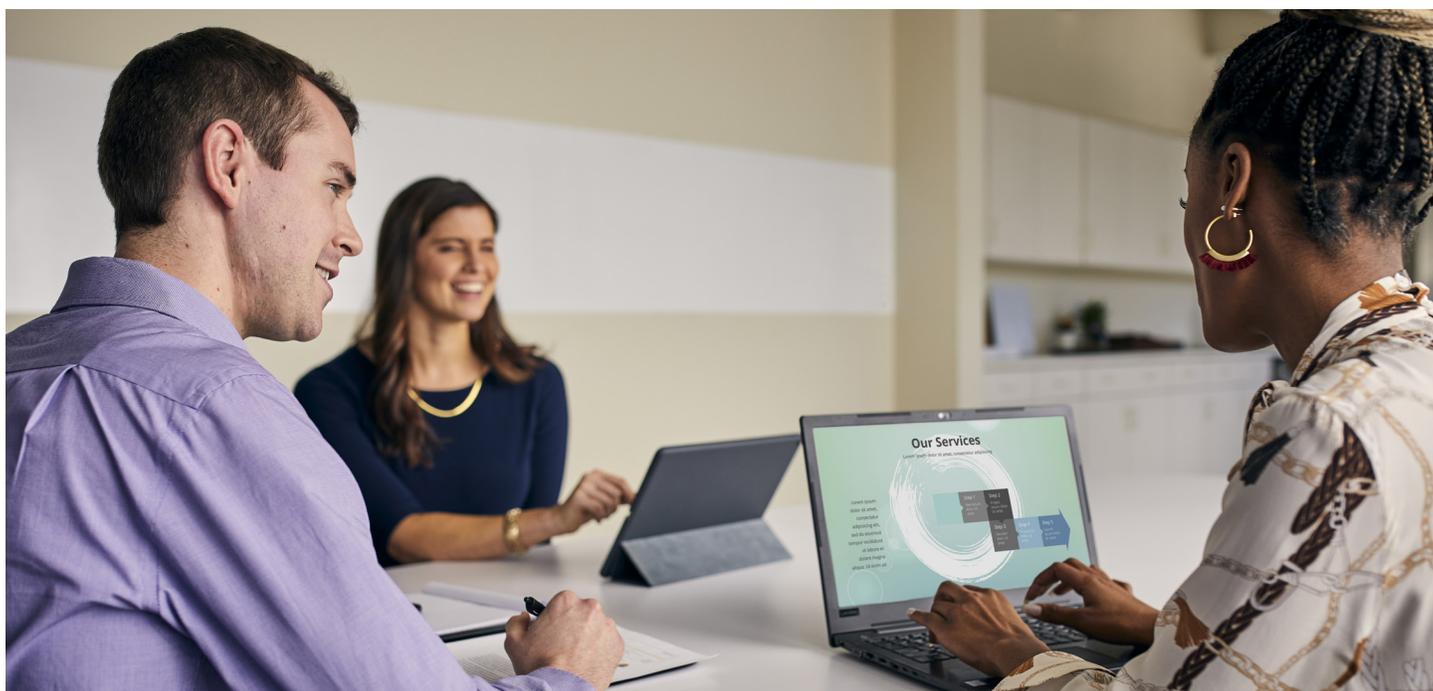
Internet continuity requires a deliberate plan. Resilient internet connectivity is carefully designed for diversity, redundancy and continuity. This executive brief explains how each contributes to maintaining seamless internet connectivity in the event of an internet interruption.

Internet diversity leads to internet resilience

During an internet outage retailers can't process credit card transactions. Financial institutions could experience impacts to client services and customer satisfaction. Healthcare providers may not be able to access critical information.

Internet connection diversity provides alternative, separate paths of connectivity for internet traffic in the event of a failure. It increases the resilience of your internet connectivity to ensure that critical resources and services that rely on the internet are available.

To strengthen your internet's resilience, start by choosing a high-performance primary connection for your internet. [Fiber Internet Access](#) (FIA) is the go-to choice, providing symmetrical upload and download speeds, connectivity that scales up to 100 Gbps and including a powerful end-to-end service level agreement (SLA).



Why organizations choose Wireless Internet Backup

All-inclusive service

Includes wireless hardware, internet connection, battery backup, installation and 24-hour, U.S.-based support.

Seamless and secure

Automatic failover with seamless failback and traffic encryption delivered to each location.

Cost effective

Unlimited data usage with no overage fees and no equipment to purchase.

Single trusted partner

Can simplify the management of your technology infrastructure, create cost savings and help you better meet customer expectations.

With FIA in place, you should consider a secondary FIA connection or a wireless internet connection to provide internet redundancy. [Wireless Internet Backup](#) can add internet redundancy to your disaster recovery strategy, serving as a viable and economic failover solution option for FIA. For organizations using FIA, Wireless Internet Backup offers seamless internet connectivity to reduce your downtime risk. This makes it a solid choice for organizations seeking automatic failover and failback.

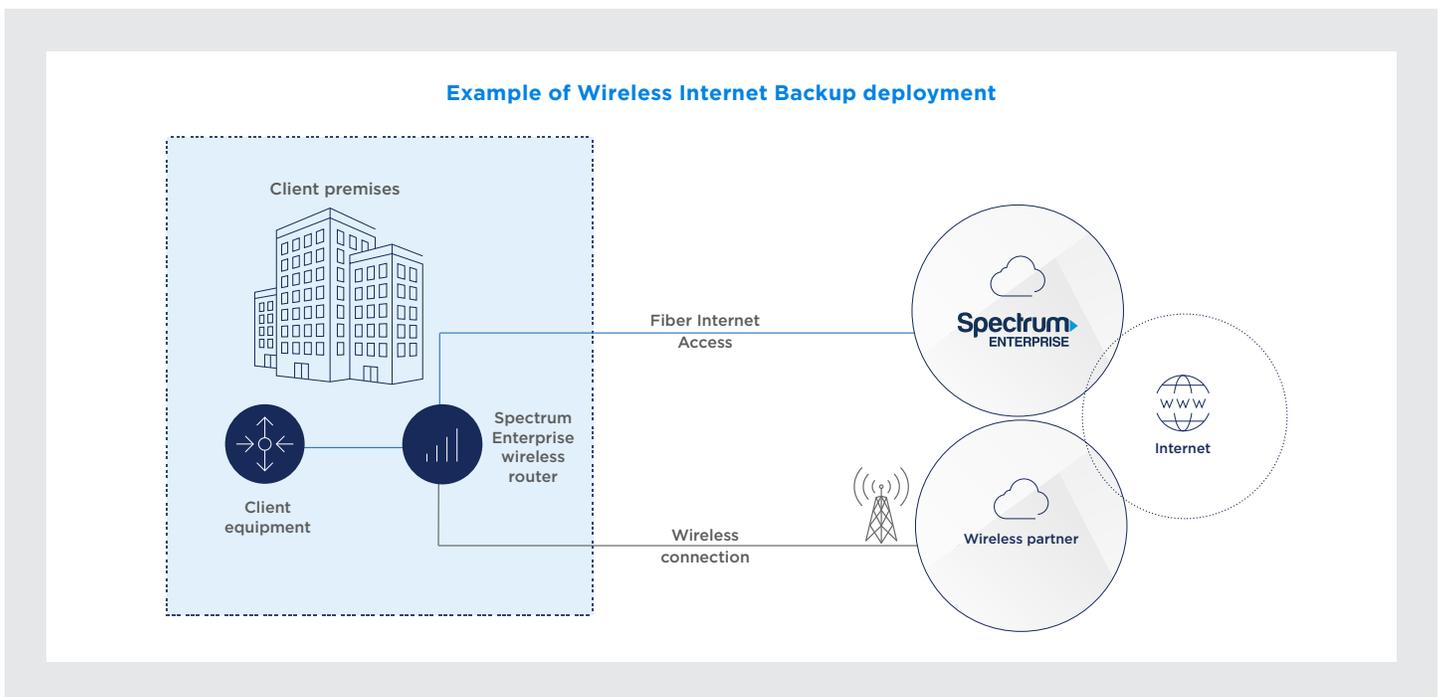
A comprehensive business continuity plan should include diversity of your internet connections as well as automatic failover to help ensure that internet service is resilient. The result is seamless internet connectivity over a diverse secondary path that preserves employee productivity and business operations while preventing loss to your business's bottom line.

Internet continuity

Your customers expect your organization and its services to always be available. When it comes to your business, you cannot afford an internet disruption.

Wireless Internet Backup enables continuity as your internet connection automatically switches to an alternate route for internet traffic if your primary circuit is temporarily down. That means quick and seamless connectivity that helps to ensure uninterrupted performance.

With a continuity strategy in place that includes Wireless Internet Backup, you can rest assured your internet will remain available to your users, and your business will remain available to your customers.



Your partner of choice

For Spectrum Enterprise FIA clients, Wireless Internet Backup offers automatic failover enabling you to maintain seamless internet connectivity in the event of an interruption. Once primary internet service is restored, the Wireless Internet Backup service will automatically fallback to FIA, providing a smooth transition back to your normal operations via our high-performing, nationwide internet connectivity service for all your locations.

Wireless Internet Backup gives your business access to LTE advanced technology that routes your internet traffic where you need it to go. The all-inclusive service comprises wireless hardware, internet service and unlimited data during failover while offering predictable and competitive pricing that appeals to cost-conscious businesses. Additionally, you can count on professional design and support services that include installation and 24/7/365, U.S.-based support to respond to the unique needs of your business.

Diverse internet connectivity protects your business. Ensure diversity is a part of your internet design. To learn more about ensuring the continuity of your internet service, watch our video [Wireless Internet Backup from Spectrum Enterprise](#) and visit enterprise.spectrum.com/WirelessInternetBackup.

1. "Infrascale Survey Highlights the Heavy Costs of Business Downtime," Infrascale, May 13, 2020, <https://www.infrascale.com/press-release/infrascale-survey-highlights-the-heavy-costs-of-business-downtime/>.
2. Phil Goodwin, "IDC PlanScape: Getting Started with Disaster Recovery as a Service," July, 2019.
3. "Infrascale Survey Highlights the Heavy Costs of Business Downtime," Infrascale, May 13, 2020, <https://www.infrascale.com/press-release/infrascale-survey-highlights-the-heavy-costs-of-business-downtime/>.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. Spectrum Enterprise's industry-leading team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. More information about Spectrum Enterprise can be found at enterprise.spectrum.com.

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