



Wigwam Resorts

Fibre to the Room Enables the Ultimate Guest Experience

The Customer

Serving Phoenix since 1929, The Wigwam is a luxury resort that exemplifies Southwest comfort. It features 331 elegant rooms, three signature dining venues, 54 holes of championship golf, three pools, and a 2,400 square metre spa across 175 hectares. It is the ideal destination for those seeking an unforgettable experience.

The Challenge

The Wigwam faced various challenges with its existing infrastructure, particularly in areas both inside and outside of the guest rooms. Guests at the resort reported difficulties with an overall lack of internet speed and loss of internet connectivity altogether when leaving their room. High-speed internet connectivity is a vital aspect of the guest experience at a resort. It enables convenience, communication, entertainment, access to information, and supports guests' personal and professional needs, ultimately enhancing their overall satisfaction and enjoyment during their stay.

Along with guest experience, internet connectivity directly impacts the back-of-the-house operations of the resort. The Wigwam relies on high-functioning technology to manage its restaurant services, check-in process, concierge services, surveillance cameras, and safety control systems. The staff recognised the importance of reliable and high-speed internet connectivity for both guests and internal operations.

The Wigwam sought a high-speed, future-ready network solution that would not only solve its current internet struggles but provide a foundation for its technological requirements. By investing in a reliable and efficient network infrastructure, the resort aimed to enhance the overall guest experience, streamline its internal operations, and ensure the security and effectiveness of its critical systems.

“Internet is probably the most important thing in the room these days.”

- Katy Powers | Managing Director | Wigwam Resorts

Corning® Everon® Network Solutions Enable Software-Defined Networking and Long-Reach Power and Data



Hospitality

331 rooms, 9,000 square metres of event space, and three golf courses



Network Needs:

Large bandwidth technology to enable guests to use the internet across the entire resort



Corning® Clear Track Fibre Pathways

The Solution

Clear Track Fibre Pathways
Deliver Aesthetically
Pleasing Connectivity

9,000 Square Metres
of indoor and outdoor venues
for meetings and events

175 Hectares
property

331 Elegant Rooms and Suites
in need of fast, stable
connection

Product Deployed:
900 µm fibre Clear Track ILU
Fibre Pathway

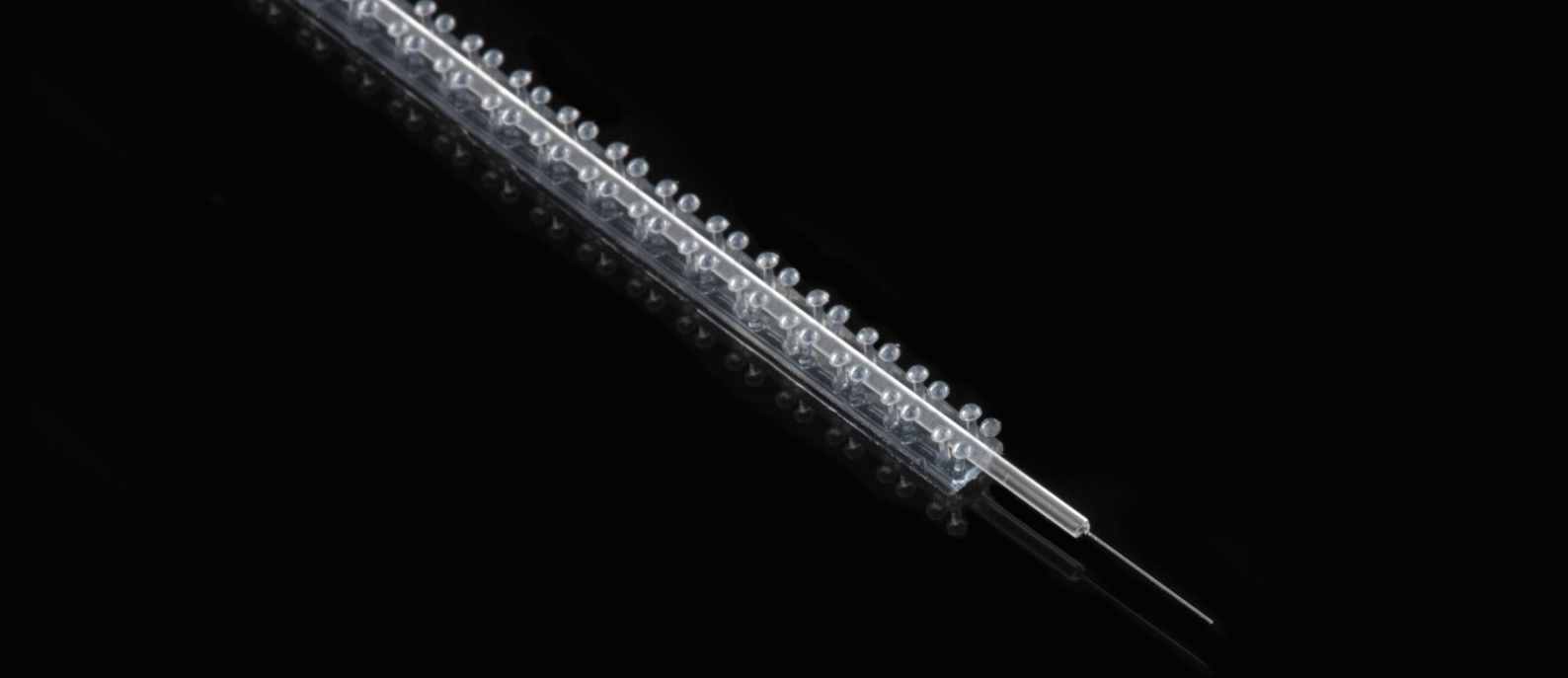


Corning BPEO-CT Multiport Terminal

The Wigwam Resort upgraded with Corning Clear Track Fibre Pathways, the perfect match for its internal needs and its customers' growing demand for high-speed internet. According to Shamus Egan, Managing Director of Strategic Accounts for Safety at NetAccess Inc., the Clear Track solution allows The Wigwam to enable single-mode fibre in every unit, ensuring high-speed internet connectivity throughout the property. Single-mode fibre is designed to transmit data over long distances with minimal signal loss, making it an ideal choice for a large resort. According to Scott Tubbs, Principal and Founding Partner of Altru Technologies, LLC, when designing the infrastructure for The Wigwam utilizing Clear Track, they installed over 4.8 kilometres of underground new construction to utilize the Corning MiniXtend® 288-count single-mode fibre. "The way we built the design was to place two rings in the resort, and each side received a 288-count fibre. Then we placed laterals out to every single building," said Tubbs. "From those laterals, we brought the fibre from the room back into a new vault where we utilized Corning's BPEO cases, which are fantastic cases. We're able to bring 42 rooms into a single case, and that's where we performed our mid-span splices. It's just a wonderful design." With Corning Clear Track Fibre Pathways, The Wigwam was able to enhance the guest experience by providing seamless and reliable internet access throughout the entire property.

The Clear Track solution not only provided fast and reliable internet access for guests but also supported their crucial internal operations. The internal operations benefited from the improved connectivity, allowing for more efficient communication, streamlined processes, and enhanced security.

To stay ahead and prepare for the future, it is essential for The Wigwam to be capable of adapting to the changing needs and demands of its customers. As technology continues to advance and internet usage increases, having a fibre-based infrastructure will enable them to keep up with the growing demand for high-speed internet connectivity. The implementation of Corning Clear Track Fibre Pathways at The Wigwam demonstrates its commitment to delivering exceptional service to its guests and ensuring that the technological infrastructure is capable of meeting both current and future demands.



Corning Clear Track ILU Fibre Pathway



Corning Clear Track ILU Fibre Pathway
Installation Tool

Our Fibre Stays Out of Sight

Corning Clear Track is not only an ultra-high-speed solution but also minimally intrusive and aesthetically pleasing to the eye. One of the key features of this technology is its ability to enable diffuse reflection through its micro replicated features. When light hits the surface, it is scattered at multiple angles, making the clear cable pathway nearly invisible.

The minimally intrusive nature of deploying the Clear Track Fibre Pathway enabled The Wigwam to avoid cutting into the walls of the property in order to pull new category cable, drastically reducing the cost and hassle of construction, as well as deployment time. The nearly invisible appearance of the Clear Track Fibre Pathway contributes to the overall ambiance and visual appeal of the resort, which is crucial for providing an exceptional guest experience. Guests can enjoy the beautiful surroundings without any intrusive cables or infrastructure detracting from the environment, making Clear Track Fibre Pathways the clear choice.

“We are enabling our hotel partners to deliver state-of-the-art solutions to their guests that not only are ready for today’s technologies, but whatever is brought in the future.”

- Jessica Janis | Director, Business Development | Corning Incorporated

CORNING

Corning Optical Communications GmbH & Co. KG • Leipziger Strasse 121 • 10117 Berlin, GERMANY
+00 800 2676 4641 • FAX: +49 30 5303 2335 • www.corning.com/opcomm/emea

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