

BEYOND CONNECTIVITY.

COMPANY CASE STUDY

99.99% UPTIME.
24/7 RELIABILITY.
BONDED WIRELESS.

Metro Wireless deployed a bonded Starlink + 5G solution to replace a single-point-of-failure fiber connection.

Now Holland Hospital's life-critical systems stay online 24/7, keeping patient care uninterrupted.



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WARREN, MI 48091



INTERNET THAT NEVER FLATLINES

BONDED STARLINK + 5G POWERING 24/7 HOSPITAL OPERATIONS.

CLIENT DETAILS:

Name: Holland Hospital
Industry: Healthcare

About: Holland Hospital is a leading regional medical center providing comprehensive healthcare services to its community.

Key challenges included:

- Single point of failure from fiber-only connectivity.
- Traditional wireline backups too slow for medical workloads.
- Need for Static IPs and strict IT security compliance.
- Urban wireless reliability concerns (signal and congestion).

OVERVIEW

Holland Hospital is a leading regional medical center whose life-critical operations— including Electronic Health Records (EHR), medical imaging, telehealth services, and critical communications — are entirely dependent on uninterrupted, high-speed internet. While their primary enterprise-grade fiber connection was reliable, the hospital's IT leadership recognized it as a single point of failure, vulnerable to rare but disruptive urban outages.

To eliminate this risk, **Metro Wireless** deployed a **MetroBONDX2** solution, a professionally managed, bonded connection combining **Starlink** and **5G** to provide instantaneous, automatic failover. This tailored setup, complete with dedicated Static IPs and full management by our Network Operations Center, now ensures unparalleled uptime and network confidence, safeguarding all critical patient care functions from any potential internet outage.



THE CHALLENGE

Holland Hospital's primary internet connection was a reliable enterprise-grade fiber line. However, recognizing that fiber networks can experience rare but disruptive outages due to construction accidents, equipment failure, or local node issues, the hospital's IT leadership sought a robust, automatic failover solution. Their requirements were specific:

- **Seamless failover:** An immediate and automatic secondary connection must take over during any primary fiber outage with zero downtime.
- **Professional installation & management:** The solution required a certified, professional installation and ongoing management to ensure integration with existing network infrastructure, compliance with hospital IT security policies, and to free up their internal IT team.
- **Static IPs:** Three Static IPs were necessary for hosting internal servers, secure remote access, and maintaining consistent VPN connections for staff.
- **Urban reliability:** The solution needed to perform reliably in an urban environment, potentially dealing with signal obstructions or network congestion.

Traditional wireline failover, such as coax or DSL, was deemed insufficient due to slow speeds and high latency, which would cripple modern medical applications.

THE SOLUTION

MetroBONDX2 with professional installation: Metro Wireless engineered a tailored MetroBONDX2 bonding solution to act as the hospital's dedicated failover internet pathway.

Dual wireless uplinks: The setup combines the power of one Starlink satellite dish and one high-performance 5G modem from a separate cellular carrier.

This dual-WAN approach ensures redundancy within the redundancy; if one wireless connection had an outage, the other maintains the connection via SD-WAN.

Intelligent bonding appliance: The heart of the system is the MetroBONDX2 SD-WAN appliance. It continuously monitors the performance of both the primary fiber line and the two wireless connections.

The moment the fiber link fails, the Peplink SD-WAN appliance instantly and seamlessly routes all traffic through the bonded Starlink + 5G connection without dropping a single data packet.

Professional installation & Static IPs: A certified Metro Wireless technician conducted an on-site survey to evaluate optimal mounting positions for the 5G antenna and Starlink dish, ensuring the strongest possible signal strength.



The technician then integrated the system with the hospital's core network router, configured the three required Static IP addresses on the bonded connection, and tested the failover process to ensure a flawless transition.

Managed service: Post install, Metro Wireless now provides a full suite of ongoing managed services, including 24/7 network monitoring, proactive health checks, firmware and software updates, performance optimization, and detailed reporting.

Our NOC (Network Operations Center) becomes an extension of Holland Hospital's IT team, ensuring the solution is always operating at peak performance.

THE RESULT

Holland Hospital now operates with unparalleled network confidence. The hospital's IT team can be rest assured that their life-critical systems will remain online **24/7/365**.

- **Zero downtime:** The automatic failover is instantaneous and unnoticeable to staff, preventing any disruption to patient care, surgery schedules, or administrative functions.
- **Carrier diversity:** By leveraging both satellite ([Starlink](#)) and cellular ([5G](#)) networks, the hospital is protected against outages specific to any single type of infrastructure.
- **Enterprise-grade performance:** The bonded connection provides more than enough bandwidth and low latency to fully support the hospital's operational needs during a primary outage.
- **Hands-free operation:** The managed service guarantee means the hospital's internal IT staff no longer needs to worry about monitoring, maintaining, or troubleshooting the failover system. Metro Wireless experts handle it entirely.

WAN Connection Status		
Priority 1 (Highest)		
Starlink	Connected	98.97.58.189
Cellular	Connected to T-Mobile 5G	192.0.0.2
Priority 2		
Drag desired (Priority 2) connections here		
Disabled		
Wi-Fi WAN on 2.4 GHz	Disabled	(No IP Address)
Wi-Fi WAN on 5 GHz	Disabled	(No IP Address)
VLAN WAN 1	Disabled	(No IP Address)
LAN Interface		
Router IP Address:	64.237.98.57	
SpeedFusion VPN		Status
2923 Big Bear Airport		Established
Device Information		
Model:	Peplink MAX BR1 Pro 5G	
Firmware:	8.5.1 build 5714	
Uptime:	4 days 1 hour 26 minutes	
CPU Load:	3%	
Throughput:	↓ 7.17 Mbps ↑ 362.0 kbps	



"In healthcare, internet downtime is a patient safety issue. The fully-managed MetroBONDx2 system gives us an incredibly resilient, 'set-it-and-forget-it' failover. The professional install was seamless, and knowing that Metro's team is proactively monitoring our connection 24/7 provides a level of assurance that is invaluable. It allows my team to focus on supporting clinical staff, not managing internet connections."

Bob Zdzinicki
Director, Infrastructure
& Support
Holland Hospital

METRO WIRELESS DOESN'T JUST CONNECT — WE PROTECT MISSION-CRITICAL HEALTHCARE, 24/7.

Can your network keep life-saving systems online when fiber fails or seconds matter?



READY TO SEE HOW BONDED STARLINK + 5G CAN ELIMINATE DOWNTIME?
LET'S KEEP YOUR CRITICAL SYSTEMS ALWAYS ONLINE.
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BEYOND CONNECTIVITY.
BUILT FOR URGENCY.
READY WHEN IT MATTERS.

