



infinite wireless

Case Study: First Responders

Reliable Emergency Connectivity for First Responders

Client

Triage Unit - Federal Emergency Deployment Team Member
(FEDTM) - Asheville, NC - Post-Hurricane Helene Response (2024)



Challenge

In September 2024, Hurricane Helene devastated Asheville, NC, causing historic flooding, widespread power outages, and major disruptions to communication networks.

The FEDTM was deployed onsite to provide critical medical care to displaced veterans and residents. However, the team encountered severe communication challenges, including

- ⊘ Cellular network congestion and outages, making phone calls and data access unreliable.
- ⊘ Limited wireless service for medical tablets, laptops, and operational systems.
- ⚠ Disrupted patient data transmission, slowing emergency response coordination.

With traditional phone services failing, the triage team needed a fast, stable, and secure internet connection to manage patient records, coordinate with other emergency response teams, and communicate with the local VA hospital, civilian hospitals, and other emergency response teams.

"The Infinite Wireless orange puck was invaluable to us as we worked 24- to 48-hour shifts. We only needed to keep the device charged to stay connected. We had issues connecting with cell phones and other wireless devices alone, but the puck allowed us to have 10 devices connected and operational at all times over the two weeks we were deployed."

— Richard J., FEDTM

Solution

The triage unit deployed the Solis Lite hotspot powered by Infinite Wireless, allowing them to:

- ✓ Connect up to 10 critical devices (tablets, laptops, and medical equipment) instantly.
- ✓ Bypass congested cell networks by accessing multiple available LTE carriers.
- ✓ Securely transmit patient care details to local VA hospitals, civilian hospitals, and other emergency response teams.
- ✓ Ensure seamless field operations when traditional wireless phone services were unavailable.

Results

- 📶 Uninterrupted Medical Communications - Patient care details were transmitted in real-time, ensuring accurate and timely treatment.
- 🔗 Seamless Multi-Device Connectivity - Tablets, laptops, and medical systems remained fully operational in the field.
- ⚡ Rapid Emergency Response - The unit maintained direct contact with VA Hospital, local hospitals, and local emergency personnel despite network disruptions.
- 💡 Scalable for Future Deployments - The Solis Lite hotspot became a standard emergency response tool for FEDTM field teams.



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