



Scaling With Rapid Growth

BACKGROUND

Located on the fringe of the Phoenix Metro area, the Town of Queen Creek has experienced explosive growth over the past 15 years—tripling in size and significantly expanding its public safety and utility services. With this growth came increased demands on wireless connectivity, critical for first responders and municipal operations.

THE CHALLENGE

Verizon had long provided reliable service in the area, but as Queen Creek's population surged, so did network congestion, resulting in spotty coverage and dropped connections. The issue first surfaced in the Fire Department, which serves not just Queen Creek but also San Tan Valley and unincorporated parts of Maricopa County through mutual aid agreements. Dual carrier solutions (Verizon and FirstNet by AT&T) were tested, but they doubled costs and did not fully eliminate coverage gaps.

THE SOLUTION

Through FirstNet, Queen Creek was introduced to Nextivity's High Power User Equipment (HPUE) and subsequently connected with Modern Networks. Modern Networks provided demo units of the Nextivity MegaFi devices for rigorous field testing across known dead zones.

"Modern Networks didn't just sell us a solution—they became a trusted partner. Their responsiveness, attention to detail, and hands-on approach made all the difference. We now have reliable connectivity across our teams and the confidence that help is just a call away."

**– David De Anda, Information Technology
Deputy Director, Town of Queen Creek**



Results were impressive:

- Coverage remained strong in every tested location.
- The IT Deputy Director from the Town of Queen Creek even tested the device in remote desert conditions during a concert with 85,000 attendees and no infrastructure—streaming TV and games without issue.

Convinced of the device's reliability, Queen Creek rolled out the MegaFi solution to the entire fire and utility fleet, with plans underway for police department deployment.

MODERN NETWORKS' ROLE

Modern Networks delivered a comprehensive solution, including:

- Supplying and configuring all equipment
- Providing expert installation services
- Offering ongoing support and direct communication

Geronimo Ramirez of Modern Networks developed a customized deployment process tailored to Queen Creek's needs. He personally visited the town's facilities, photographed equipment setups, documented everything in a detailed spreadsheet, and built a simplified, replicable install plan. According to David De Anda, the level of care and responsiveness—down to Geronimo replying on a Saturday afternoon—was unmatched. Modern Networks also preloads and configures devices to ensure even non-technical personnel can complete installations.

RESULTS

- Eliminated coverage gaps across critical areas
- Simplified system deployment and maintenance
- Strengthened operational confidence for first responders and municipal staff
- Scalable rollout to police and other departments underway

CONCLUSION

Modern Networks' hands-on, personalized approach gave the Town of Queen Creek a powerful, reliable communications infrastructure. The town now operates with the confidence that their public safety and utility teams can stay connected when it matters most—backed by a responsive, dedicated support team they trust.

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