



Gigstream Completes Transition to ServiceNow for Enhanced Network Support

Sets new standard for service excellence in the managed WiFi industry.

[Austell, GA, October 21, 2025] – Gigstream, a leading provider of managed WiFi solutions for multifamily properties, today announced the successful transition to ServiceNow, the leading platform for service management. This transition marks a significant milestone in Gigstream's ongoing commitment to providing its property partners with an enhanced, efficient, and responsive experience.

With ServiceNow fully integrated into Gigstream's operations, the company will now be able to offer faster incident resolution times, increased transparency, and a streamlined support process. The move to ServiceNow allows for real-time updates and improved visibility into network events, benefiting Gigstream's property partners and their residents.

"We are excited to have completed our transition to ServiceNow and are already seeing the positive impact it is having on our service delivery," said Patrick Albus, CEO of Gigstream. "This new platform will help us continue to provide exceptional support while improving our operational efficiency as we grow."

Gigstream's migration to ServiceNow has been seamless for all property owners and managers, with no disruption to services. The platform is now fully operational, bringing enhanced capabilities to Gigstream's customer support teams and property partners.

"By adopting ServiceNow, we've set a new standard for service excellence in our industry," said Brent McCutchin, Chief Operating Officer of Gigstream. "We are confident this transition will bring immediate benefits to our partners and residents, ensuring that we remain the leader in managed WiFi solutions for multifamily communities."

About Gigstream

Founded in 2017, Gigstream provides property-wide internet and managed WiFi solutions to large multifamily communities across 26 states. Through long-term partnerships and a growing national footprint, Gigstream is building the future of broadband for residents and property owners. For more information, visit www.gigstream.com. For more information, visit www.gigstream.com

