

# “WE HAVE A GREAT WIRELESS NETWORK WE CAN RELY ON AND HELP THE BUSINESS DRIVE FORWARD”



**Service delivered to:**  
Chief Technology Officer

## ABOUT THE CLIENT

A global managed service provider building solutions for mid-market businesses. The company operates out of the UK and US with a Pan-European work force in the field.

The company has 500 employees predominantly based on customer sites but also has sizable head count in its headquarters and branch sites.

## ISSUES TO BE RESOLVED

The company had an existing Wi-Fi network that was designed and built over 5 years ago and was based on Cisco's WLC + AP configuration. It was designed with a capacity of 1 device per employee and used 802.11b+g modes.

Over time the number of devices per employee increased to 3 devices and the inclusion on smart technology (such as Smart TVs) also joining the Wi-Fi degraded the signal and experience. The Wi-Fi network was also now legacy and Cisco classified it as EoL.

## ACTION TAKEN

We took the early decision that the requirements were prime for our Wi-Fi as a Service model. Using our End-to-End Lifecycle techniques, we first embarked on understanding the existing network, calculated the maximum number of devices possible and determine any specialist requirements.

Once we had a firm understanding of the requirements we conducted a survey to determine the number of AP's and the optimal placement of them. Based on all gathered information we produced a proposed design that was signed off and scheduled in for installation.

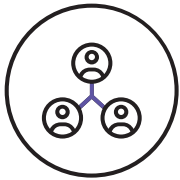


## CLIENT FEEDBACK

*“One of my concerns was how aap3 would work with the incumbent to ensure a smooth roll out. They handled it brilliantly and now we have a great wireless network we can rely on and help the business drive forward in terms of productivity. I am so happy I didn't have to buy all the hardware!”*

- Chief Technology Officer

## THE CUSTOMER LEARNT THE VALUE OF OUTSOURCING A BUSINESS CRITICAL TECHNOLOGY SOLUTION OPPOSED TO HAVING ITS IT SUPPORT DEPARTMENT ATTEMPT IT. OUTCOME WAS A CONSISTENT IT SUPPORT DELIVERY TO ITS USER BASE ALONGSIDE SPECIALIST PROVIDING A WI-FI AS A SERVICE.



### NETWORK SOLUTIONS

Comprehensive end-to-end LAN, Wi-Fi and Security solutions to design, build and manage secure and scalable networks so that you can focus on your core business.



### ACTION TAKEN (CONT.)

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### RESULT

The customer now has a state of the art, cloud based Wi-Fi network rolled out across all of its sites with unified wireless, centrally controlled policy and security settings and complete visibility of usage.

The solution is based on the latest 802.11n technology and the survey ensured there were no signal black spots or weak areas due to density of users.

The solution is now managed and supported by us removing a burden from the incumbent IT Support department allowing them to focus on Core Business and BAU support activities.

Finally, the solution is consumed as a service under a single, manageable monthly payment as OPEX.

### CONTACT US

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### ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.