Managed Services
WDSi Group

1. Background

A major global investment bank invited us to their London head office to discuss their needs for WiFi into a meeting room.

Prior to a meeting of this nature we involve our technical pre-sale team in a review and familiarisation of the business and sector that we will be meeting. This ensures we make a valuable contribution right from the start.

This bank initial requirement was modest, they had an executive meeting room that they felt would benefit from WiFi coverage.

2. The Challenge

We quickly discovered that some of the businesses challenges may actually be served better by a wider WiFi solution. This office had many thousands of staff that were hot-desking between desks and offices. Many were bringing multiple devices to the office some of which were used in the execution of their jobs.

In addition the office had a large number of visitors that would benefit from having internet access.

All of the above in a high security environment where many users were regulated by the FCA and thus forbidden to have devices on trading floors that were in the building.

Some of the key requirements of this client were:

Security – how do we manage access across a number of different user profiles. Ensuring all user get the appropriate level of access relevant to their role/profile

Mobility – How to enable employees to roam between desk and other offices but always be able to gain internet access.

Control – Giving the client the insights to enable them to make decisions about user access and data consumption.

BYOD – it quickly emerged that many employees would choose to use the WiFi network to carry out their day to day activities

3. The Solution

Design

Once the detailed requirements gathering has been completed our engineers spend time at site conducting a detailed site survey.

The site survey enables us to understand the environment in which the WiFi will be installed and informs the engineers as to what equipment will best deliver the WiFi solution.

Build

Because the banks is a live production environment all work had to be conducted out of hours. Our engineers will have bench tested all equipment and configuration before deployment. Everything is then tested on site

WDSi manage the entire end to end process including the planning, ordering of backhaul and managing its installation prior to the install of the WiFi equipment

Support

All WDSi customers sign up to a support service. Through this service we deliver on going monitoring, virtual and on-site engineer support and dedicated project management over the life of the project.

Dedicated project management

As with all WDSi WiFi projects, customers will have a dedicated project manager across the full life of the project. The project manager will be the lead contact in ensuring that the solution is delivered on time and to expected level of quality.

The project manager will also provide an essential bridge between you and those working on the physical delivery of your solution. They will remain close to the project until the project is closed and passed to the In-Life team.

4. Review

Since that first meeting at the banks London head office we have carried out the following design and install activity:

• WiFi into 9 floors of London HQ
• WiFi across two floor in three additional office in London
• Designed branded landing pages
• Provided multiple SSIDs for different user groups
• Different registration processes per site including voucher and PIN based registration
• Customer reporting portal to monitor user sessions and data consumption
• Security and control around access including regulated users (FCA)

The customer now has four sites with WiFi serving XX guests and xx employees.

Data consumed so far this year is xx

Sessions have totalled since the beginning of this year

Future Outcomes

One of the major challenges in providing public WiFi to customers is proving that the service can be a driver of growth. More and more we are finding customers are receptive to the idea of using the registration data of customers to drive targeted employee or customer communications

All of our customers are provided with daily reports which outline how their service is being utilised by their users. This enables the customer to consider whether they need to make any changes to the service. Such changes can include expansion of the service, data caps, changes to the registration process and the customer experience.

Whatever our customer's requirements WDSi are there every step of the way to ensure you get the most out of your WiFi network.