



THOUSANDS OF SIMULTANEOUS WI-FI CONNECTIONS

MAJOR CONFERENCE VENUE DELIVERS HIGH-QUALITY WI-FI SERVICES TO DELEGATES AND EXHIBITORS



A MAJOR CONFERENCE VENUE

A large conference venue in the Middle East, hosts close to 200 events a year. The center used a Wi-Fi system from a well-known networking company to provide broadband services to visitors. However, service levels were poor due to signal interference and high demand for simultaneous connections. In addition, a high number of users reported that their smartphones would not connect to the network.

The conference venue therefore looked for a new Wi-Fi system. It selected to work with Data Capture Systems (DCS), a specialist in business connectivity, due to its proven record in delivering Wi-Fi networks in challenging environments. DCS installed a Motorola Solutions Wi-Fi network backed with AirDefense technology to provide a powerful range of security features.

The new network required half the number of access points proposed by the vendor of the existing system, provides reliable, interference-free service, and can provide concurrent high-speed connections to thousands of delegates. It's helping the venue deliver against its commitment to become one of the world's best conference destinations for guests and exhibitors alike.

CUSTOMER PROFILE

Organisation

A major conference venue in the Middle East

Location

Abu Dhabi

Industry

Hospitality

Motorola Solutions' products

- 2 RFS7000 switches
- 232 AP 7131 Access Points
- AirDefense 3650 series
- 3 years' advanced service and support

“As one of the best known conference venues in the world, we are committed to providing an excellent experience for exhibitors and delegates. Wi-Fi plays a critical role in this. The new system from Motorola Solutions provides the security, connectivity, capacity and speed we need to ensure that everyone can easily connect to the internet and receive a great broadband service.”

Manager, major conference venue, the Middle East



CHALLENGE

A major conference venue in the Middle East found that its Wi-Fi network, delivered by a leading network company, was failing to cope with demand for simultaneous connections. It had problems connecting smartphones and service quality was impaired by signals from the Wi-Fi networks installed by some exhibitors. Both delegates and exhibitors have access to free basic Wi-Fi but can pay to connect to more advanced services. And with complaints about service quality mounting, the conference venue looked to install a new Wi-Fi system.

SOLUTION

The venue published an RFP asking for input from specialist companies with the capability to install Wi-Fi in demanding environments. The conference center ultimately selected to work with DCS who has a proven track record in delivering large-scale Wi-Fi networks. DCS installed a test network to support a major event to verify the network's throughput, capacity, and roaming service. The test also showed how the network's "Smart RF" feature (automatic frequency adjustment) would eliminate coverage gaps in real time.

DCS recommended the Motorola Solution for several reasons. The AP 7131 Access Points could support more simultaneous connections (up to 255 and offered greater range than competitors' products. Only 232 AP 7131 Access Points were needed compared to the 500 recommended by the vendor of the existing system. Also, the network components are highly rugged and reliable, and can be monitored and configured centrally when connected to the RFS7000 switch. By recommending two RFS7000 switches, complete redundancy was guaranteed (the switches can connect to 250 Access Points).

To allow the venue's IT team to easily monitor, diagnose and maintain the network, Motorola Solutions' AirDefense Network Assurance system has been installed. Security was also a key factor behind the decision to select Motorola Solutions' system. The

switches offer a comprehensive range of layered security features including geofencing and firewalls. Furthermore, by using the AirDefense 3650 series, the network was protected from intrusion.

The system was installed in phases to ensure there was no downtime. All equipment is covered by an advanced three-year service and support agreement. Motorola Solutions ensures that equipment is swapped next day in case of any technical issues.

BENEFITS

The network is delivering against the key objective of providing high-quality simultaneous connections to thousands of users. Smart self-adjusting RF capabilities, the capacity of the RFS7000 switches, and the protection of the AirDefense technology ensure smooth, reliable and fast connections for delegates and exhibitors.

The quality of connections, especially for smartphones, has seen more people willing to pay for the service. Also, more exhibitors are choosing to use the network rather than install their own systems. As well as helping to improve revenues, the new network has saved money.

The hardware cost was 40 percent lower than the network proposed by the existing vendor thanks to the efficiency of the AP 7131 Access Points. Cost savings are being extended as the venue's employees use the network to make VoIP calls – so lowering telephony expenditure. And maintenance costs are falling too by up to 25 percent for two reasons. First, the system is more reliable. Second, IT teams can resolve most problems that arise using remote monitoring software.

With complete redundancy the venue has peace of mind that its Wi-Fi network will always work and provides the carrier-grade performance levels that such a busy conference center requires.

Applications

- **Wireless broadband:** High-speed wireless broadband across this major conference venue

Benefits

- **Guest experience:** Delegates and exhibitors enjoy excellent Wi-Fi services
- **Cost-efficient:** The Motorola Solutions system was 40 percent more cost-efficient to install than the network proposed by the incumbent vendor. It's also 25 percent more cost efficient to maintain
- **Security:** The network is extremely secure
- **Robust:** With self-adjusting capabilities and full redundancy, the network provides resilient, interference-free connectivity
- **High capacity:** The network can connect thousands of users simultaneously
- **Extended ROI:** The network is also used for cost-efficient VoIP services by the venue's employees

For more information on how Motorola Solutions' Wi-Fi networks can enhance your visitor experience, please visit us on the web at www.motorolasolutions.com or contact us at www.motorolasolutions.com/contactus