

CASE STUDY

Network Scalability & Reliability



CUSTOMER PROFILE

Industry: Senior Living / Hospitality

Employee Count: 24,500

Headquarters: Newton, MA

Technologies: Cisco, Cisco Meraki, and Splash Access

CUSTOMER CHALLENGE

The customer experienced issues with community Wi-Fi coverage, outdated technology, and hard-to-use applications. It was made very clear, especially with the lack of Wi-Fi available to their communities, the customer would need to make improvements.

The below chart shares the company's current state, and the number of communities impacted by these issues.

# of Communities	Wi-Fi Coverage
69	60% - 90%
104	5% - 25%
84	30% - 50%
5	0%

Aqueduct and the customer worked together to determine where the challenges were coming from and create a plan based on priority level. Through many working sessions building out a plan, the Aqueduct team built a strong relationship with the customer.

Main challenges:

- Lack of network standardization
- Difficult to deploy & automate wide scale change
- Network redundancy
- Outdated network gear & software
- Network gear without a valid support contract





HIGHLIGHTS



Opportunity to allow for Future State Initiatives to take place



251+ Communities
Given access to secure Wi-Fi coverage

CUSTOMER GOALS

Full Wi-Fi coverage for their communities including:

- Resident rooms
- Public/common areas
- Outdoor public areas

Create an in-room experience similar to a hotel or at home Wi-Fi experience with access to a variety of applications and devices:

- Web browsing
- Video conferencing
- VoIP
- Email and messaging
- Video streaming
- Google Assistant
- Laptops and printers
- Cell phones and tablets

An easy to use Wi-Fi network with two options to use and free and premium Wi-Fi options within the following networks:

- Resident Wi-Fi
- Guest Wi-Fi
- Corporate Wi-Fi
- IoT Wi-Fi (Internet of Things)
- PCI Wi-Fi – Network to support POS (Point of Sale)

AQ SOLUTION

Aqueduct presented an in-depth analysis that included a review of the current environment. Throughout the review we noticed that the majority of the customer's network gear and software had reached or will be reaching End of Service Life. Aqueduct created a plan to improve the Wi-Fi coverage and underlying infrastructure issues. After reviewing Aqueduct's recommendations, it was agreed upon to move forward with Cisco Meraki and Splash Access Technologies.

In order to prepare for the future, the Aqueduct team organized a detailed road-map for the customer to have full visibility into their current IT environment. Aqueduct takes great pride in providing continual support and care for their customers, and giving them the tools to prepare for the next transition and keep up with their evolving technology needs.

BUSINESS OUTCOMES

- New easy-to-use Wi-Fi coverage
- Updated technologies across the board
- Improved network standardization
- Upgraded customer experience
- Improved infrastructure design
- Detailed road-map of future IT needs