ENSURE WIRELESS DEPLOYMENT QUALITY

As wireless networks running over WiFi or cellular technologies become the default last mile, IT is challenged to ensure complete service coverage on all campuses. Some applications like voice or unified communications (UC) can be very sensitive to special conditions that arise due to an improper wireless last hop to the end devices. Additionally, wireless services often now include BYOD (bring your own device) policies that increase complexity and impact service quality.

Business Case

Offering quality access to the wireless infrastructure is critical for efficient use of business-critical applications. To understand and improve users' wireless experience, IT groups need tools to help them identify blind spots on campus, assess application transport capabilities, and certify coverage with confidence. Quality wireless implementations lead to higher productivity and dramatically reduce issues and complains to IT helpdesks.

Recommended Solution

Conduct wireless network assessments with Hawkeye by deploying wireless-enabled endpoints in different locations on a campus; or between different sites with software endpoints deployed on Android, iOS, MS Windows, or Linux devices.

Hawkeye allows you then to run realistic traffic over your WiFi network to emulate typical applications and measure customer experience. Hawkeye measures end-user quality metrics like voice score or application response time over time and per location, providing a good understanding of the potential issues per location and time.
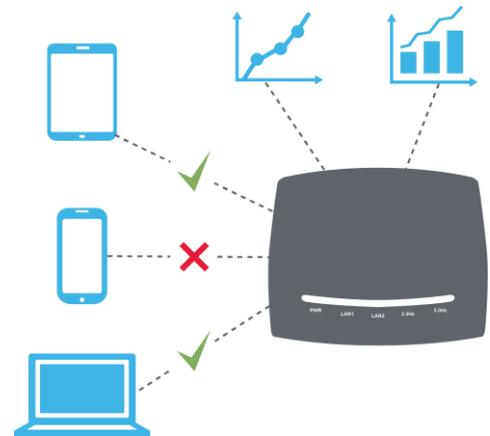
Business Outcomes

The return on investment of continuous validation of your wireless network includes better productivity and user experience:

- Benefit from a higher-quality rollout with better coverage, leveraging your wireless investment for better overall user productivity
- Proactive identification of issues when coverage changes or new devices cause problems means better reactivity and troubleshooting that ensures quality day-to-day operations
- Provide a BYOD-quality policy using Hawkeye to validate special devices (smartphones, laptops, tablets) with objective measures on their impact on quality of experience

"By running Hawkeye continuous WiFi assessments on my campus, I am able to monitor the quality of access to critical services like Lync and SAP from different buildings and floors and be very reactive when I detect degradation, quickly identifying where to diagnose and solve issues"

Key Benefits

- Easier visibility and support of wireless deployments
- Proactive detection of issues
- Controlled BYOD validations to help set policies
- High-quality wireless networks for critical applications

Hawkeye performs real-life tests that simulate user traffic with multiple concurrent clients over wireless networks