



wifinity

Digital Transformation Service Definition

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Company registered in England No 03921568



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The Wifinity team leverage the PPDIIO (Prepare, Plan, Design, Implement, Operate, and Optimise) methodology, an industry developed service lifecycle framework, to ensure the design, continuous operation and optimisation of services. This allows us to support our client's digital transformation journeys including, but not limited to, key technologies and services such as WiFi, LAN, WAN, SD-WAN and Data Centre connectivity.

PPDIO Lifecycle

The PPDIIO lifecycle provides a structured approach to customer requirement design and implementation, with each phase contributing to a successful outcome.

Prepare:

- Define organisational needs
- Develop a solution strategy
- Propose a high-level conceptual architecture
- Identify and validate technologies that best support the chosen architecture
- Create a business case for the proposed strategy

Plan:

- Outline requirements based on:
 - Goals
 - Facilities
 - User needs
- Evaluate existing operations for gaps in infrastructure that could hinder the proposed system
- Develop a project plan outlining:
 - Tasks
 - Responsibilities
 - Key milestones
 - Resources needed for network alterations

Design:

- Design builds upon the initial requirements established in the planning phase
- Design specifications address current business and technical requirements, ensuring:
 - Availability
 - Reliability
 - Security

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- Scalability
- Performance

Implement:

- Construct the solution or integrate additional components according to the design specifications
- Minimise disruption to the existing client environment during implementation
- Mitigate potential points of vulnerability

Operate:

- Assess the solution's validity through day-to-day operations
- Maintain solution health to reduce costs
- Perform fault detection, correction, and performance monitoring to gather crucial data for the optimisation phase

Optimise:

- Proactively manage the solution and environment to identify and address potential issues before they impact the organisation
- If solution performance doesn't meet expectations or numerous issues arise, a solution redesign may be necessary

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Benefits of the PPDIOO Lifecycle Approach

Implementing the PPDIOO lifecycle approach offers several advantages for solution design:

Cost Reduction:

- Identify technology requirements
- Plan for infrastructure changes
- Documented solution design aligned with business goals
- Accelerate successful implementation
- Improve solution and staff efficiency

Increased Availability:

- Assess security posture
- Specify suitable hardware and software
- Develop a solid operational design
- Test proposed systems before deployment
- Enhance staff skills
- Proactively monitor system health

Business Agility:

- Integrate technical requirements and business goals into the solution design
- Maintain system performance to facilitate adaptation to economic changes and maintain a competitive edge

Improved Access to Applications and Services:

- Prepare operations for current and future network technologies
- Improve service delivery efficiency
- Enhance solution reliability
- Effectively manage and resolve system issues

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The below example outlines how we may adopt this approach for a Wireless Network Design

While the PPDIOO lifecycle provides a comprehensive framework, wireless network design requires additional focus during the **Plan** and **Operate** phases:

Plan:

- Gather initial specifications for WiFi deployment, including:
 - WiFi coverage area
 - Number of clients
 - Types of devices
 - Critical business applications

Design

- Produce predictive design proposals to indicate expected coverage delivered by chosen hardware
- Verify predictive designs with onsite surveys and signal testing
- Refine designs with accurate gathered data
- Propose final AP numbers, features and functionality
- Submit design for internal and customer governance
- Produce final costings based on approved design

Implement

- Installation of Wireless access points in accordance with design
- Installation of any additional infrastructure (cabinets, cabling, switching) that is required to support design
- Complete commissioning tasks and service access validation
- Complete a final as-fitted survey to ensure that design criteria have been met across the deployment.

Operate:

- Implement verification and optimisation services to ensure the planned and designed network performance is achieved.
- Conduct proactive optimisation to guarantee ongoing application performance.
- Provide expert, ongoing WiFi management for critical business needs.

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- Perform proactive maintenance to ensure network performance is sustained.

Optimise:

- Through regular monitoring and maintenance ensure the network remains fit for purpose
- Proactively flag any performance concerns or enhancements for internal service improvement plans
- Execute on required service improvements following the same initial project process.

By combining the structured approach of PPDIOO with these wireless network design considerations, you can create a network that meets your organisation's current and future needs.



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