



Wireless Services

WhiteSpider Managed Services

Delivering a secure and reliable high-performance, next-generation wireless experience

Wi-Fi 6 is about more than just increased speed and bandwidth. The new standard dramatically improves users wireless experience and impacts how we work. Next generation mobile technology is vital for any organisation's business operations, as ensuring the wireless solution meets business requirements and has the flexibility to adapt to evolving technology standards and changing market and organisational demands.

Successful and seamless deployment and management of WiFi solutions is paramount for enterprises since the new WiFi 6 technology will also open up new opportunities and create new ways for businesses to operate. As this rapid pace of innovation continues, relying on expert guidance, proven processes, and best practices will help minimise risk and disruption so you can innovate faster and stay competitive.

Consultancy Services

WLAN network assessment

Before any new WLAN solution design, our wireless experts will evaluate your existing WLAN infrastructure and provide a report to indicate the current status of the network and identify infrastructure and configuration gaps that need to be addressed.

RF site survey and design

We can undertake wireless site surveys to measure RF propagation, coverage, interference, and signal quality, and verifies that the WLAN infrastructure has the ability to adjust to dynamic environmental changes. To ensure the best possible performance, it is best to undertake on-site surveys prior to the design, however we can also use desk-based tooling to provide a more cost-effective wireless layout for your estate.

WLAN solution assessment

Our experts work closely with your team to align the appropriate vendor solution with your business and technical requirements, so you can get the best value from your WLAN deployment. With expertise across a wide variety of vendors, such as Cisco, Meraki, Fortinet, Juniper, Aruba we can ensure the solution best fits your business needs.

Delivery Services

Design

We will work with your internal teams to create an appropriate series of design documents that will achieve the expected outcomes and deliver great user experience. Whether your requirements are for an entry-level wireless solution for a small enterprise, through to mission-critical coverage at thousands of locations we have the expertise to create the appropriate design, taking into account:

- Voice and video applications
- Guest access to ensure guests are segregated from internal systems.
- Outdoor wireless where this is required
- Location tracking for users and devices
- Wireless intrusion prevention to protect your network from security threats,
- Post-deployment RF assessment to ensure the solution delivers what was required.

Management Services

WhiteSpider provides a comprehensive monitoring and management service including:

- **Performance Monitoring:**
WhiteSpider monitors the network for fault and performance issues. Each device is tracked for ongoing status and performance, with detailed information used to assist with issue resolution or plan for future changes.
- **Service Desk:**
Centralised service desk responsible for the ongoing management of issues and service support. It enables tickets to be raised by authorised %%Customer%% staff online, and the service desk team ensure all communication and updates are captured and issues followed through to resolution.
- **Incident Management:**
If an issue is identified by WhiteSpider or %%Customer%% that is not immediately ascertained to be a hardware fault, WhiteSpider will take action to identify and resolve the issue.
- **Service Management:**
The administration and management of the service is overseen by the WhiteSpider account team who meet with your team at least every quarter and carry out a strategic review annually, as well as providing regular reports.
- **TDA Consultancy:**
WhiteSpider can provide on demand, remote 'Consultancy Support' for any other services required by %%Customer%% to help support in-house resources.
- **Change Management:**
WhiteSpider proposes supporting %%Customer%%'s 'business as usual' operations undertaking required changes across the network infrastructure. WhiteSpider involvement could vary, based on %%Customer%%'s requirements, from WhiteSpider purely being part of the 'approval' of Changes, through to taking full ownership.
- **Lifecycle Management:**
WhiteSpider tracks the lifecycle of each device in 'real' time and provide continual updates on the portal as to the vendor's status of the device

- **Content filtering:**

Many WiFi solutions provide the ability to Black and White list URLs. WhiteSpider will manage and report on content filtering, ensuring the %%Customer%% can:

- Protect customers and users from unwanted or inappropriate content
- Be compliant with all major data protection policies including General Data Protection Regulation (GDPR)
- Enhance cyber threat intelligence with an additional layer of DNS layer protection to prevent attacks.

WiFi Application Design an Management

Smart Building

Wi-Fi networks can provide real-time data, enabling building managers to monitor and analyse building systems such as heating, ventilation, air conditioning (HVAC), lighting, and security. This improves efficiency and allows for real-time energy usage monitoring, security systems, and building maintenance needs. WhiteSpider can provide solutions and services to design, build and manage smart building technologies.

Location Tracking

Asset monitoring and tracking is becoming ever more important for organisation to efficiently manage business assets, and can be incredibly time-consuming. Managing assets can be particularly challenging when assets aren't in use:

Many WiFi solutions include the ability to monitor and track assets, so whilst managing this, and gaining full value from the capability is time consuming, benefits are significant:

- Support locating valuable assets and key personnel.
- Improving productivity via effective asset and personnel allocation
- Reducing loss because of the unauthorized removal of assets from company premises
- Improving customer satisfaction by rapidly locating critical service-impacting assets.

WhiteSpider will manage and report on the service performance.



Telephone: +44 20 3773 2380

E-mail: info@whitespider.com

Website: www.whitespider.com

