

CASE STUDY



OVERVIEW

Wifirst is an international Internet Service Provider with headquarters in Paris, France that specializes in the deployment and operation of high density managed Wi-Fi networks. Wifirst is one of the only Wi-Fi operators with dedicated solutions for student housing, hotels, military bases and camp grounds with its own core network.

REQUIREMENTS

- Provide free broadband Internet access in high-density areas such as student housing, hotels, military bases and camp grounds
- Increase network density
- Provide quality Wi-Fi service with uninterrupted service

SOLUTION

- Deployed a variety of ZoneFlex indoor and outdoor access points
- Deployed the Virtual SmartZone (vSZ)

BENEFITS

- Increased the number of concurrent users on the Wi-Fi
- Increased the quality of coverage to all customers
- Ease of management with the use of the vSZ

SUPERIOR TECHNOLOGY AND EASY MANAGEMENT PROVIDES END-USERS WITH QUALITY SERVICE

A few years ago, Wi-Fi was a nice-to-have amenity. Today, it's seen as a must have just like having the basic needs of everyday life such as electricity, shelter and food. Whether its employees in enterprises large and small, guests at hotels, people hanging out in the city—we're all addicted to our Wi-Fi. Everybody relies on service providers today for their mobile services. Whether you're working remote in a hotel room, studying in the student dorm, shopping in the city or camping—the one common denominator that everybody wants is reliable Wi-Fi. Because service providers know that the customer can choose who they want to use, it's important that service providers deliver high performance, always-on wireless services.

CHALLENGE

Wifirst is an international Internet Service Provider with headquarters in Paris, France that specializes in the deployment and operation of high density managed Wi-Fi networks. Wifirst is one of the only Wi-Fi operators with dedicated solutions for student housing, hotels, military bases and camp grounds with its own core network. The challenge that Wifirst was facing was finding a product that could deliver non-interrupted service that was scalable.

"Quality is key in making sure the Wi-Fi works anytime—anywhere. We needed to find a vendor that could provide us with robust, reliable and top quality access points," states Arnaud Puy, chief operating officer at Wifirst.

Wifirst provides service to over 500,000 rooms so a centralized managed platform was key. "We need to take care of more than 100,000 access points that we installed and are operating on a daily basis and to do that we needed a central interface to make sure all the configurations are good and everything is working well," says Puy.



“The BeamFlex technology has allowed us to provide better coverage, better quality of service to our customers and the virtual SmartZone has allowed us to manage centrally in a unified and simplified way.”

ALEXANDRE LOUISY
Head of International Operations
Wifirst

SOLUTION

Needing to find a top quality vendor, Wifirst’s requirements were twofold. The first was top quality products with the need of being manageable in an easy and centralized way. Ruckus Wireless was the clear winner in meeting these needs. Demonstrating the flexibility of the Virtual SmartZone (vSZ) controller and the benefits of BeamFlex+ access points (APs), Wifirst was able to deliver better coverage to its customers.

Using the adaptive antenna technology, the access points have an automatic interference mitigation to deliver consistent, predictable performance at extended ranges with up to an additional 4dB of BeamFlex gain on top of the physical antenna gain and up to 10dB of interference mitigation. This type of reliable Wi-Fi is perfect for service providers in delivering the top quality service its customers are looking to receive.

The vSZ is a key building block in enabling Wifirst to provide a complete managed service to their customers. This includes management of the access points on the customer’s premises as well as all back end systems in their data center. One of the most important back end systems is the WLAN controller.

“The BeamFlex technology has allowed us to provide better coverage, better quality of service to our customers and the Virtual SmartZone has allowed us to manage centrally in a unified and simplified way,” comments Alexandre Louisy, head of international operations at Wifirst.

The advantages that Wifirst has seen since the Ruckus Wireless deployment is the increase in the quality of coverage. This is what customers are looking for when choosing a service provider. They want a provider that they can rely on.

“At the end of the day, the better signal—the better experience for the end user,” states Puy.

The other benefit Wifirst has experienced is the ease of management of all the access points. With over 100,000 Ruckus Wireless APs to manage, having an easy and simplified management platform was key. With the Ruckus solution, Wifirst is able to deliver high performance to its customers and provide an environment that serves its customers in the very best way.

“Ruckus Wireless and Wifirst share the same vision of quality of service. We love working with all the different teams at Ruckus Wireless and look forward to doing more business together,” concludes Louisy.