

WI-FI & NETWORK UPGRADE

Professional Services

Improving Customers Wireless and Internet

A multi-tenanted office with a customer-facing waiting area had consumer-grade access points bolted on over the years. Staff blamed the internet, but the real problem was the wireless design.

KEY RESULTS

-92%

wireless drop-out tickets

3x

faster speeds on staff devices

1 day

install with no downtime in business hours

BEFORE

- Nine mismatched access points on overlapping channels causing constant reconnects
- Guests and staff sharing one flat network with one shared password
- Handheld scanners and EFTPOS terminals dropping mid-transaction
- No visibility on who or what was using the connection

AFTER

- -92% - wireless drop-out tickets
- 3x - faster speeds on staff devices
- 1 day - install with no downtime in business hours
- Full wireless survey and heat map to find real dead spots and interference sources

"Same building, same internet plan, completely different experience. Our team stopped complaining within a week."

- Practice manager, professional services firm