



# Cisco Wireless LAN services

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

## Stay ahead of change

Wi-Fi 6 is about more than just increased speed and bandwidth. The new 802.11ax standard, the first major upgrade in wireless technology since 2014, will dramatically improve the wireless experience and impact how we work, live, and play. Next-generation mobile technology is vital for your organization's digital transformation. You need a wireless solution that meets your current business requirements and has the flexibility to adapt to evolving technology standards and changing market and organizational demands.

Successful and seamless deployment of 802.11ax-enabled solutions is paramount for enterprises since this new 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 minimize risk and disruption so you can innovate faster and stay competitive as you embrace this next chapter of intent-based networking.

### Cisco Wireless LAN services help you transition to advanced mobility solutions by:

- Improving the reliability, security, and resiliency of your wireless network by identifying architectural gaps and a creating a strategy to address them
- Providing secure mobile access to business applications with a validated design that delivers high throughput and reliability
- Enhancing wireless network performance with operational insights, frequent evaluations, and strategic recommendations
- Reducing operational costs with greater IT efficiency, simplified wired and wireless operations, and improved network management
- Minimizing disruption while simplifying and accelerating troubleshooting with solution support

## Cisco Wireless LAN services

We offer a comprehensive lifecycle of services for your existing and new wireless infrastructure and mobility innovations for your WLAN-enabled business solutions.

### Improve customer engagement

Cisco's services help you extract new levels of operational efficiency from your wireless infrastructure to ensure deeper customer engagement with:

- Increased productivity
- Improved collaboration
- Enhanced customer insight
- Stronger relationships
- Smarter business decisions
- New service delivery

Whether you have an existing wireless network or are in the process of building a new Wireless LAN solution, our services can help you plan, design, build, and manage a secure mobility network based on the [Cisco Digital Network Architecture](#) (Cisco DNA), 802.11ac and 802.11ax standards, wireless sensor support, and Cisco CleanAir® technology.

### Your wireless network. Our expertise

We work closely with your IT staff to understand your business and technical requirements, and ensure that your architecture, physical sites, and operations are ready to support advanced mobility solutions, including adoption of Wi-Fi 6. Our design and implementation services are based on years of experience installing some of the world's most complex wireless networks. Ongoing support and optimization services resolve network-level issues quickly and improve IT efficiency.

### [Advisory services](#)

#### **Cisco WLAN network assessment**

Our wireless experts will evaluate your existing WLAN infrastructure and provide a report to indicate where your network is. Additionally, we identify infrastructure and configuration gaps that need to be addressed to ensure optimal performance. The readiness assessment focuses on network architecture, wireless performance, operational status, and client security posture of the existing wireless infrastructure. A specialized assessment is available to assess your current WLAN environment readiness for Apple iOS devices.

#### **RF site survey and design**

Assess, design, and build a solid WLAN RF infrastructure as the foundation for your wireless network. While onsite, our team performs tests to measure RF propagation, coverage, interference, and signal quality, and verifies that the WLAN infrastructure has the ability to adjust to dynamic environmental changes.

#### **WLAN solution design**

Our experts work closely with your staff to align infrastructure with your business and technical requirements, so you can get the best value from your WLAN deployment. We evaluate your current environment, identify areas of risk, highlight opportunities for improvement, and help determine next steps for a successful migration.

## [Implementation services](#)

### WLAN advise and implement

This service helps you innovate, automate, and deliver better experiences to your customers and employees. We work with you to plan, design, and build a secure wireless network based on the Cisco Digital Network Architecture (Cisco DNA), WLAN location services, high-density services, as well as new Wi-Fi 6 (802.11ax) standards. Whether you require entry-level wireless connectivity for a small enterprise, mission-critical coverage at thousands of locations, or best-in-class performance with investment protection for high-density environments such as airports, convention centers or stadiums, you can rely on Cisco Implementation services for WLAN solutions to deliver a secure, high-performance, and reliable wireless experience. This services includes:

- **Voice and video:** Build dependability, performance, and security for sensitive Wi-Fi voice and video applications into the Wireless LAN network design
- **Guest access:** Allow guests, vendors, and partners to access the Internet while keeping your internal network secure and easy to manage
- **Outdoor wireless:** Install a secure, cost-effective outdoor wireless solution that integrates voice, data, and video applications with your existing network
- **Context awareness:** Increase the accuracy, speed, and efficiency of your context-aware solution to locate users and track critical business assets on the network
- **Adaptive wireless intrusion prevention systems:** Protect your network from security threats, including denial-of-service attacks, rogue detection, and reconnaissance attacks, with a solution custom designed to optimize RF coverage and performance
- **Post-deployment RF assessment:** Our service evaluates the physical WLAN infrastructure after deployment to ensure coverage and performance

## [Optimization services](#)

### Business critical services for WLAN

Maximize efficiency, performance, and the potential of your wireless solution. With ongoing actionable analytics, compliance, and unrivaled technology expertise, we can help you predict new opportunities, mitigate risk, and effectively navigate your network transformation. Our experts also provide design reviews and ongoing software and hardware lifecycle management. With organizations spending 70 percent of their IT budget on running the business and facing increased complexity and risk from disparate technologies deployed on the network, Business Critical Services simplify this complexity, optimize IT, and reduce OpEx while accelerating network transformation.

## [Technical services](#)

### Solution support

This support service maximizes performance, reliability, and ROI for your Cisco next-generation wireless solution. After you have completed your implementation, it is the best option to help you ensure ongoing success. You get access to a team of Cisco wireless experts that is your primary point of contact and delivers centralized support across your multiproduct solution.

Contact us whether your issue is ultimately isolated to a Cisco product or one from a solution support partner. In fact, you can contact our experts with any kind of question about your deployment. We'll work with you to get questions answered, isolate and solve problems, and remain accountable for your case from first call to resolution. We even look beyond your identified problem and provide the necessary guidance to make sure you avoid any pitfalls before they can disrupt IT or your business. And because speed is paramount when problems arise, we deliver on a 30-minute service-level objective and prioritize solution support cases—all to help you quickly get back to business as usual.

The results? Solution support resolves complex issues on average, 44 percent more quickly than product support, can reduce incident occurrence by 21 percent<sup>1</sup>, help increase staff efficiency by 32 percent<sup>2</sup>, and result in a five-year service ROI of 213 percent<sup>2</sup>.

## Smart Net Total Care

Cisco Smart Net Total Care<sup>®</sup> technical support service helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). Cisco TAC experts are accessible 24 hours a day, 365 days per year. Technical services are backed by advance hardware replacement in as little as two hours. Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly, often without opening a case. The Smart Net Total Care smart capabilities help automate service management and provide actionable information and interactive workflows that simplify support management processes. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and security and product alerts for your network, which helps you plan for technology refreshes and ensures that business-critical assets have the right level of coverage.

## Managed services

### Managed enterprise networks

We follow a methodology that is based on the IT Infrastructure Library (ITIL). These capabilities span all day-2 operations, from proactive monitoring to incident and proactive problem management of your Cisco wireless infrastructure. Cisco has a team of experienced personnel that can support complex networks, minimize digital disruption, and maintain network uptime to enable a new wave of WLAN infrastructure excellence.

<sup>1</sup>January 2019 Cisco internal study of 10,000 support cases.

<sup>2</sup>2017 IDC business value study for Cisco Services; Read the full report and executive summary.

## Training

Cisco experts will help build your in-house expertise by providing virtual and hands-on training to equip your IT team with the skills and knowledge they need to migrate and manage your new wireless solutions across branches and campuses. Courses include Deploying Cisco SD-Access, an advanced instructor-led, lab based course that covers wireless integration in your enterprise network, Cisco SD-Access fundamentals, provisioning, policies, border operations, and migration strategies.

## Take your WLAN from a business requirement to a business driver

### Why Cisco services?

Our wireless experts work closely with you to deliver customer differentiation and a competitive advantage with:

**Innovation** to drive new opportunities and stay ahead of the pace of change.

**Expertise** to fill talent gaps where and when you need it.

**Quality of service** to reduce risk and deliver operational excellence.

## For more information

[Services for wireless and mobility.](#)

[Services for enterprise networks.](#)

Contact your local account representative.

## How to buy

To view buying options and speak with a Cisco sales representative, visit

[www.cisco.com/c/en/us/buy](http://www.cisco.com/c/en/us/buy).