A strategic approach to wireless success

Designing, building, and operating a Wireless LAN (WLAN) solution that meets your end-user demands for more bandwidth, higher security, and faster connectivity can be a real challenge. Your WLAN solution needs to be able to:

- Successfully support an increasing number of devices and connections
- Simplify infrastructure and software management
- Improve venue efficiency and gather valuable consumer trends and usage information
- Build a sound RF strategy and scalable design

Cisco Customer Experience (CX) offers Cisco WLAN Advise and Implement Services that 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), WiFi5 and WiFi6 (802.11ac and 802.11ax) network standards, WLAN location services, and high-density services.

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 large and crowded environments, you can rely on Cisco WLAN solutions to deliver a secure, high-performance, and reliable wireless experience.

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Benefits

- Improve WLAN reliability, security, and resiliency by identifying architectural gaps
- Accurately pinpoint Wi-Fi device locations for customer engagement
- Provide secure mobile access to business critical applications
- Speed deployment using our proven implementation processes
- Increase agility with scalable wireless network designs
Increase the impact of your WLAN investments

Making sure you have a smooth solution integration that avoids costly delays is important. We help you achieve this through these services:

- **High-density WLAN**: Alleviate strain on high-volume wireless networks, including:
  - Voice/video/data: Create dependability, performance, and security for sensitive Wi-Fi voice and video applications with a WLAN solution 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 and cost-effective outdoor wireless solution that integrates voice, data, and video applications with your existing network.

- **Location services and context awareness**: Increase the accuracy and speed of your context-aware solution to locate users and track critical business assets on the network with an RF design and post-deployment assessment.

- **Adaptive wireless intrusion prevention systems**: Protect your network from wireless threats, including denial-of-service attacks, rogue detection, and reconnaissance attacks, with a solution custom designed to optimize RF coverage and performance.

Establish a strong WLAN foundation

Whether you already have a wireless network in place or are building a new wireless solution, our WLAN Advisory and Assessment Services facilitate the critical first step toward helping you prepare for your transition to wireless solutions that support business innovation:

- **Planning and Design Services**: We evaluate your current environment, identify areas of risk, highlight opportunities for improvement, and determine next steps.

- **WLAN Assessment Services**: Our experts determine the readiness of your network architecture, physical sites, and management operations through a series of assessments and reviews.

- **RF Site Assessment and Design Services**: Perform tests to measure propagation, coverage, interference, signal quality, and the ability to adjust to dynamic environments.

Speed implementation through CX-lead best practices and methodologies

Our WLAN Implementation Services can help you strengthen your wireless infrastructure, quickly absorb technology upgrades, and gain efficient solution integration while avoiding costly delays during deployment.

We work with you to understand where you want to take your business. Then we build a roadmap with predictive steps to get you there:

- **WLAN Implementation Services**: We assist with implementation planning and support you following implementation. Using Cisco best practices, our support helps improve implementation efficiency, accuracy, and success.

- **WLAN Post-Implementation Assessment Services**: Our experts assess the architectural, operational, and security status of your newly implemented WLAN technology and validate that it meets your established goals.

Take your WLAN from a business requirement to a business driver

<table>
<thead>
<tr>
<th>Improve customer engagement</th>
<th>Why Cisco Customer Experience (CX)</th>
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<tbody>
<tr>
<td>When your organization can reach anyone at any time, good things can happen:</td>
<td>• Expertise: Our deep knowledge across a breadth of technologies helps simplify your business.</td>
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<td>• Increased productivity</td>
<td>• Speed: Cisco Services help you digitize more quickly to harness the full potential of your digital transformation.</td>
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<td>• Better collaboration</td>
<td>• Talent: Our global support and solution teams serve 180 countries and respond in 17 languages.</td>
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<td>• Enhanced customer insights</td>
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<td>• Stronger relationships</td>
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<td>• Smarter business decisions</td>
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<td>• Delivery of new services</td>
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Next Steps

- **For more information**
- **To contact sales or your Account Manager**