



Cisco Wireless LAN Services

Delivering a secure, high-performance and reliable mobility experience

Transform your digital business

Mobile technology is vital for your organization's digital transformation. You need a mobility solution that meets your current business requirements and has the flexibility to adapt to changing market and organizational demands. Whether you have an existing wireless network or are in the process of building a new wireless LAN solution, Cisco® Services can help you plan, design, build, and manage a secure mobility network based on the Cisco Digital Network Architecture (Cisco DNA®) solution, 802.11ac standard, wireless sensor support, Cisco DNA enabled wireless insights, and Cisco CleanAir® technology.

Wireless LAN Services benefits

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

- Enhancing your wireless network's performance with operational insights, frequent evaluations, and digital transformation recommendations
- Improving the reliability, security, and resiliency of your wireless network by identifying architectural gaps
- Providing secure mobile access to business applications with a wireless infrastructure design that delivers high throughput and reliability
- Reducing operational expenditure by improving IT efficiency with simplified wired and wireless operations and network management
- Minimizing disruption and speeding up troubleshooting with Solution Support

The right service for the best mobility experience

Starting with an understanding of your business and technical requirements, we work with your IT staff to make sure your architecture, physical sites, and operations are ready to support advanced mobility solutions. 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. Managed Enterprise for Wireless provides superior technology expertise spanning across all day-2 operations to manage the network, while Cisco DNA Implementation Essentials training focuses on best practices for deploying Cisco DNA ready mobility solutions.

Cisco wireless LAN services

Cisco Services offers a comprehensive lifecycle of services for the existing and new mobility (WLAN) infrastructure innovations and associated WLAN-enabled business solutions.

Advisory services

- **WLAN Network Readiness Assessment** service assesses your existing WLAN infrastructure's readiness application deployment. The assessment report will indicate parts of the network that are ready while listing infrastructure and configuration gaps that need to be addressed to ensure optimal performance. The readiness assessment focuses on the network architecture, wireless performance, operational status, and client security posture of the existing wireless infrastructure.
 - A specialized assessment is available to assess Customer's current WLAN environment readiness for Apple iOS devices.
- **WLAN Solution Design** service works closely with your infrastructure and business teams to align your business and technical requirements and ensure you get the best value from your WLAN deployment. We help evaluate your current environment, identify areas of risk, highlight opportunities for improvement, and determine next steps for a successful migration.

- **RF Site Survey and Design** service assesses, designs, and builds a solid WLAN RF infrastructure as the foundation for your wireless network. While onsite, the Cisco Services 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.

Implementation services

- **WLAN Implementation (including for location services and high-density experience)** service provides the expertise to fully deploy wireless LAN location services to enable new ways to accurately engage with your customers. With proven experience, best practices, and innovative tools, Cisco Services can deliver on the promise of creating a better user experience by tracking key customer insights. This service also provides design, implementation, validation, and testing of the wireless infrastructure. Additional value added capabilities such as analytics, and application configuration recommendations support a full-featured high-density solution that will keep users connected in large venues such as airports, stadiums, and concerts.
 - **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 wireless 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** service evaluates the physical WLAN infrastructure after deployment to ensure coverage and performance.

Optimization services

- **Business Critical Services for WLAN** is an all-in-one subscription-based professional services portfolio with predefined deliverables that enables you to successfully navigate your end-to-end Cisco DNA journey. We offer as part of that journey a configurable set of services for WLAN, including advisory services, customized Wi-Fi analytics, RF and WLAN assessments, operational proficiency, design support, solution validation, and knowledge management.

Technical services

- **Solution Support** centralizes support across your WLAN ecosystem. If an issue arises with a Cisco or solution-partner product, simply contact us. Our team of solution experts is your primary point of contact and owns the case from first call to resolution, no matter where the issue resides. And because it resolves solution-level issues 43 percent faster on average than product support alone, Solution Support helps maintain solution performance, reliability, and return on investment.

Managed services

- **Managed Enterprise for WLAN** service capabilities 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 DNA ready 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.

Training

- **Cisco DNA Implementation Essentials** is a five-day boot camp for professionals who are implementing Cisco DNA today. It has a focus on best practices for deploying Cisco DNA ready WLAN solutions in enterprise customer environments.

Take your WLAN from a business requirement to a business driver

Improve customer engagement

Extract new levels of operational efficiency from your wireless mobility infrastructure and ensure deeper customer engagement with Cisco Services:

- Increase productivity
- Improve collaboration
- Enhance customer insight
- Build stronger relationships
- Make smarter business decisions
- Deliver new services

Why Cisco Services?

Cisco Services partners with you to deliver across the three pillars of customer differentiation and competitive advantage:

- **Innovation** to capture new opportunity and stay ahead of the pace of change
- **Expertise** where and when you need it to fill talent gaps
- **Quality of service** to reduce risk and deliver operational excellence

For more information

For more information about Cisco Wireless Services, visit <https://www.cisco.com/c/en/us/products/wireless/service-listing.html> or contact your local account representative.