

HP Services Uses AMP Software to Manage Customer's Wi-Fi Networks in Europe



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| Location | <ul style="list-style-type: none"> Germany |
| WLAN Size | <ul style="list-style-type: none"> Multiple Customer Sites 1,000 wireless AP license |
| Hardware | <ul style="list-style-type: none"> Multi-vendor |
| AirWave Product | <ul style="list-style-type: none"> AirWave Management Platform Professional Edition |

WLAN Management Needs

Hewlett-Packard Service Delivery Networks provides highly skilled network management services to its customers in Germany and throughout Europe, managing the customers' networks to deliver superior performance while reducing support costs. Several of these customers began to use Wi-Fi technology for mission-critical wireless applications, including a financial institution based in southern Germany with multiple branch office locations throughout Germany as well as a Japanese electronics manufacturer with its European headquarters in Hamburg. HP quickly realized that it needed a technology partner to provide solutions to manage these remote networks and to ensure that performance levels meet HP's exacting standards.

AirWave Solution

After testing several solutions, HP selected the AirWave Management Platform™ wireless network management software to deliver their managed service offering. According to Dr. Jochen Stanullo, HP's Service Delivery Manager, AirWave delivered the best solution for HP's needs:

- #### Efficient Remote AP Management

"To efficiently and centrally control wireless networks in many different physical locations, it was essential that we find a solution with robust remote management capabilities. With AMP, HP engineers can use a single web-based interface to define network policies centrally and immediately apply those policies to multiple sites simultaneously."

- #### Group-based Management

"Because we are managing wireless networks for multiple customers, we need a single, flexible management solution that allows us to define separate security policies for each customer, as well as to monitor and generate reports for each customer's network alone. AMP has efficient, group-based policy definition and reporting capabilities that make it easy to use the same software to manage multiple distinct networks with the same management tool."

- #### Vendor Agnostic Management

"We manage networks for many customers, each of them with different existing network infrastructures and vendor preferences for networking hardware. Because the AMP software supports most leading vendors' access points and Wi-Fi hardware, we can use the same tool to manage any of these customers' networks. This is an enormous advantage, because it provides us a highly efficient way to manage diverse networks."

- #### Monitoring and Reporting

"The AirWave Management Platform provides detailed, real-time monitoring views down to the level of an individual access point or end-user, enabling our support engineers to quickly diagnose end-user and network problems. At the same time, AMP also delivers summary performance reports that show overall system uptime, network usage data, roaming patterns and more. These summary reports allow us to measure network performance for our customers and help us work with our customers to intelligently plan the growth of their wireless networks to accommodate increasing usage levels."

Results

"The AirWave Management Platform has proven extremely valuable in managing diverse networks and improving Wi-Fi network performance for our customers," said Dr. Jochen Stanullo. "The AMP user interface is intuitive and easy to use for our end-user customer support staff, but also provides the sophisticated management capabilities that our network administrators require. AMP will enable us to efficiently and centrally manage remote wireless networks with a thousand or more wireless access points."