

## STA Uses the AirWave Wireless Management Suite to Operate its Multi-vendor Public Wi-Fi Network in Andorra

For STA, operating an extensive Wi-Fi network is a natural extension of its government-mandated mission to deliver secure, reliable telecommunications and data service for the country. STA provides Wi-Fi hotspot service to individual users in stadiums, parks, ski resorts, hotels and numerous other public locations. At the same time, the IT staff must manage and deliver wireless service for its own users in its headquarters facilities. With more the first phase of the network already in operation and 65%+ growth expected in the near future, STA needed a WLAN solution that could scale quickly.



STA support engineer Jordi Ascensi and Soluziona quickly determined that efficient, centralized network management was an absolute requirement for such a diverse network. After examining multiple solutions, they selected the AirWave Management Platform to monitor and manage the WLAN.

### Multi-vendor Management

In evaluating possible network architectures, STA and Soluziona determined that no single Wi-Fi hardware solution could meet the diverse requirements of both its own network and its hotspot locations. For its headquarters, STA selected the Cisco Aironet 1200 wireless access point, with authentication via Cisco Secure ACS. For its hotspot locations, STA chose the Colubris Networks CN320 device, which is specifically designed to support guest access via HTML redirect, with a Bluesocket wireless gateway for authentication. "The decision to use different Wi-Fi hardware in each area was absolutely the right one for us," said Jordi Ascensi. "But it meant that we absolutely needed a management platform that could support diverse infrastructures, because we could not afford the cost and time it would take to implement separate, proprietary solutions to manage each network." The AirWave Management Platform (AMP) wireless network management software solved this problem, offering a single web-based console with full configuration and monitoring support for both Cisco and Colubris products, as well as other vendors. The AMP software even integrated with the Bluesocket and Cisco ACS solutions, providing STA with a single, unified wireless network solution.

### Visibility

Like any service provider responsible for delivering a high QoS, STA also needed complete visibility into the entire wireless LAN from its centralized network operations center. "Whether the user is an individual at the Pal ski resort or an executive in our own offices, when they call to report a problem they expect us to know what is happening and to take immediate action to fix it," said Ascensi. AMP provides STA's technical staff with real-time information on each user and wireless access point on the system. Using the web-based user interface, STA can monitor every individual to see where and when he connected, how much bandwidth he is using, and how strong his RF signal is. With a few mouse clicks,

### OVERVIEW

Servei de Telecomunicacions d'Andorra ([www.sta.ad](http://www.sta.ad)) is a public corporation with full responsibility for delivering all telecommunications and data services in the country of Andorra. STA operates public Wi-Fi hotspots as well as corporate wireless LANs.

### REQUIREMENTS

- **Multi-vendor management** to control both Cisco and Colubris Networks Wi-Fi devices from one interface
- **Visibility** into the entire network from a central location
- **Improved ROI** by reducing operating costs and installation time.

### SOLUTION

- **AirWave Management Platform™ Professional Edition** wireless network management software
- **RAPIDS** rogue access point detection software module
- **VisualRF** visualization module
- **Cisco 1200** wireless access points with Cisco Secure ACS (corporate)
- **Colubris CN320** wireless access points with Bluesocket gateways (hotspot)

the STA staff can even view the user's entire roaming history, to see how his current usage and performance compares to his past sessions. With AirWave's VisualRF software module, STA's network administrators can even see and diagnose RF problems, like overlapping channel assignments, that could negatively impact network performance at their customers' sites. AMP's integrated reporting package helps STA determine where the network is used most heavily and where it is under-utilized, enabling intelligent planning for network growth.

### Wi-Fi ROI

Like any other corporation, STA maintains tight control over its costs and requires a strong financial return on its investments. Soluziona and Ascensi saw the AirWave software as critical in their effort to reduce the cost of operating a wireless network:

- *Multi-vendor support* – Without AMP, STA would have had to use separate, proprietary solutions to manage its diverse Wi-Fi infrastructure, increasing training costs and dramatically reducing efficiency.
- *Reduction in problem resolution time and costs* – AMP provides automated alerts and gives the STA Help Desk quick links to all the information they need to address most network problems. Instead of having to research issues and escalate problems to STA's network administrators the Help Desk can resolve issues immediately, while the customer is on the phone.
- *Elimination of onsite visits* – STA operates a large and geographically distributed network. Support costs rise dramatically whenever STA has to dispatch an engineer to a customer site to address a problem. With AMP and VisualRF, these engineers can diagnose and address issues remotely, saving the time and expense of an onsite visit.
- *Reduced provisioning costs* – With 65%+ planned growth in the wireless LAN, provisioning and installing wireless access points could be a major cost for STA. With AMP, newly installed access points are automatically discovered and configured, reducing installation costs and eliminating opportunities for human error.

### RESULTS

STA's Wi-Fi deployment has been a clear success, resulting in plans to significantly expand the number of Wi-Fi hotspots and corporate wireless access points in the upcoming months. "AirWave Wireless has clearly been the right partner for us," said Jordi Ascensi. "Their software gives us the flexibility to select the hardware infrastructure that is right for each of our customers. Without that, we would not be able to provide the best possible Wi-Fi service for the people of Andorra."

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