

Case Study: Wireless Design and Implementation

Furniture Retailer Leverages Atrion's Wireless Expertise with Aerohive Networks for Multi-Store Rollout

When a large Furniture Retailer needed to upgrade their wireless infrastructure throughout their stores and warehouses, they turned to Atrion for support in designing and implementing a solution.

The Challenge:

With numerous stores and warehouses, the company was experiencing difficulty migrating from Cisco's wireless solution to Aerohive Networks, and the turnover in the company's IT department was inhibiting the design and implementation. A large investment had been made in tablets for use as Point of Sale devices and for capturing customer information; unfortunately, that investment was being wasted as employees were neglecting to use the tablets due to poor performance and issues placing orders. There was a lot of outside interference being caused by IoT devices within the company's products on display throughout their stores, which was negatively impacting wireless performance. Although the floor plans were similar to a large warehouse, unique structural aspects of the buildings significantly affected wireless connectivity when roaming about the stores. The Aerohive solution was originally chosen for its ease of use and cloud-based management, however, the company's IT staff lacked expertise in Aerohive's solution and were unable to determine how to mimic the existing Cisco configurations with the platform.

The Solution:

The company engaged Atrion based on a strong recommendation as a wireless solutions provider. To fully meet the company's business challenges and maximize their investment, Atrion:

- Reviewed the existing design and provided recommendations for the future design to optimize performance and make use of multiple channels

- Provided resources on-site to perform wireless site surveys to identify coverage gaps and troubleshoot connectivity issues
- Performed an informal knowledge transfer throughout the project to educate the company's personnel on the Aerohive HiveManager management system
- Developed an executive report highlighting performance improvements for review with key company stakeholders
- Provided ongoing remote post-implementation support services as needed

The Benefits:

By choosing Atrion, this company realized the following benefits:

- The company utilized Atrion's senior wireless engineers to properly design the solution as the company lacked the necessary expertise
- Wireless performance and connectivity was drastically improved across a variety of environments
- The company leveraged their investment in tablets to improve the customer experience and process orders more seamlessly
- Employees could work more effectively and capture additional customer information, leading to increased revenue for the company
- Atrion handled the entire project from design and review to implementation, education, and support, providing the company with one point of contact for the duration of the project