



KCOM

Wireless LAN

**Extending the potential
of your network**



Whether you're a retailer looking to provide in-store Wi-Fi that enables a more seamless customer experience, a manufacturer looking to get better visibility of your stock from distribution centre to retail outlet or a charity looking to give your volunteers more flexibility in where and how they work as well as forming closer relationships with your supporters, we can help you build a wireless network solution that fits your business perfectly.

From single to multiple access points across a single location, to fully integrated wireless local area networks across multiple geographic sites, our Wireless LAN solutions are easily deployed and managed from the cloud, giving you the flexibility and control you need.



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Seamlessly extend the reach of your network

The removal of wired connections allows you to open up your network to parts of your business in hard to reach locations such as factory floors, warehouses, showrooms or areas traditionally difficult to lay network cables to.

Make more efficient use of your workspace by providing network connectivity across the whole of your premises, and give every area hot desk potential.



Anywhere, anytime network access

Improve real-time collaboration, sharing of information throughout your business and customer service by giving your employees the ability to access their emails, work applications and information wherever they are, at any time and on the devices they prefer to use.

Improve the productivity and mobility of your workforce and use the flexible and progressive working environment that wireless working brings to attract and keep the best talent.

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Guarantee your network security and reliability

Extending your network beyond physical Ethernet ports naturally raises questions about security, however our wireless access points come with built in enterprise-grade security measures and data encryption that are constantly kept up to date to keep your company data safe.

Provide access to only those you choose and grant permissions by user type to differentiate employees from partners, visitors, customers or guests.



Centralised management and network monitoring

Traditional fully managed wireless solutions required a range of costly management tools located on site and at the management centre; needing high capital and OPEX costs, as well as skilled resources to monitor them.

As part of our Wireless LAN service, we provide access to hosted management tools for a single licence fee per wireless access point that includes software and hardware support. This includes a simple and intuitive management portal to allow a detailed overview of network users, their application activity and user reports/analysis.



Simple installation and maintenance needs

Compared to the extensive physical infrastructure requirements of a wired local area network, our Wireless LAN solution only requires the installation of wireless access points where needed – either desk, wall or ceiling mounted and either mains or Ethernet powered.

This huge reduction in physical equipment makes installation and maintenance much simpler, meaning less time to implement, less resource dedicated to network upkeep and less overall cost associated with your network in general.



Easily scale your network as you grow

Our Wireless LAN solution offers a flexible upgrade path to always give you the right level of network infrastructure you need, without the costly upgrade charges. Wireless access points can be added to your current wired network in minutes to account for office expansions and new user additions or to upgrade to more sophisticated wireless hardware as it becomes available.

We can help you with a range of configurations from small peer-to-peer networks, to full wireless networks supporting thousands of users over a broad area.



Our difference

Single service provider

As a single service provider, we like to make technology as easy as possible for our customers. We not only provide a fully-featured Wireless LAN service, but can also run it over our fast, resilient connectivity solutions.

One point of contact for all your services, one bill for easy budgeting, 100% compatibility between all of the services you purchase from us and the peace of mind that your services are in the best hands – we pro-actively monitor everything to keep your business up and running.

Dedicated support

At KCOM we are dedicated to providing you with an exceptional experience, from beginning to end. We have completely unscripted UK-based customer and technical service teams who are always on hand to answer questions, fix issues and give guidance on how to get the best from your service.

We will work with you to define your requirements, survey your site(s) and design your Wireless LAN solution. We will then fully manage the installation through our in-house project management team. Once your service is up and running, we offer two levels of in-life support – Standard and Premium, with infrastructure changes handled by Cisco Meraki trained engineers.



Support services (excluding switch support)

	Standard	Premium
Service hours	Mon to Sun 24/7/365	Mon to Sun 24/7/365
TTR service affecting	24 hours	5 hours
TTR non-service affecting	48 hours	48 hours

Switch support services

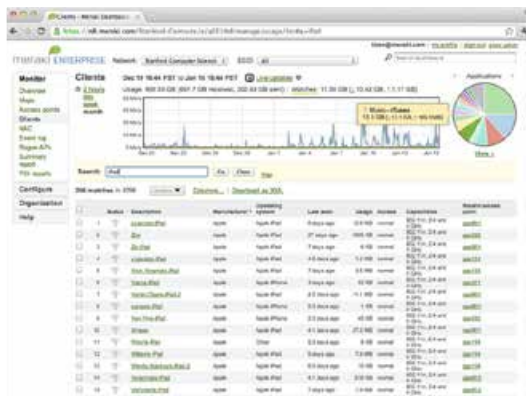
	Standard
Service hours	Mon to Sun 24/7/365
TTR service affecting	24 hours
TTR non-service affecting	48 hours
Changes in configuration	72 hours



Cloud-managed wireless

100% cloud-managed for faster deployment, simplified administration and richer visibility, our wireless solution includes a complete, robust feature set right out of the box – no additional purchase required.

The Cisco Meraki dashboard gives visibility into your network users, their devices, and their applications. Armed with rich analytics, your administrators can quickly create access control and application usage policies, optimising both the end-user experience and network security.



CMX location analytics

CMX (Connected Mobile Experiences) displays real-time location statistics to improve customer engagement and loyalty across sites, and is built-in to our access points as standard. Data collected by the APs is synced with the Cisco Meraki cloud and automatically reported in the dashboard, revealing visitor traffic trends, dwell time, and new vs. repeat visitor loyalty for a specific day, weekend, or even trends over a month.

Application QoS

Integrated Layer 7 fingerprinting and application QoS automatically identifies and controls hundreds of applications, from business apps to BitTorrent and YouTube.

RF optimisation

A powerful, automated RF optimization system delivers high performance in high density environments and under challenging interference conditions.

Air Marshall/WIPS

Air Marshal is Cisco Meraki's wireless intrusion prevention (WIPS) solution. Integrated into every access point and centrally managed from the cloud, Air Marshal detects and neutralises wireless threats, delivering state of the art protection to the most security conscious distributed networks.

Technical features

We pride ourselves on always providing the most up-to-date technology that is best suited to your business needs. Our Wireless LAN solution guarantees you the following features as standard:

- Compatible with ADSL, FTTC and Leased Line connections
- All hardware provided to IEEE 802.11x standards
- Up to 300Mbps throughput from wireless access points
- 2.4Ghz operating band (dependant on access point)
- Customisable SSID management allowing multiple access (max. 5)
- Customer-defined and configurable security policies; integrated security and guest access
- Dynamic configuration management through online dashboard – applied to multiple access points
- Network topology, mapping and configuration through online dashboard
- Remote fault management, alerting and monitoring through web client to ensure fast, convenient identification and solution to any issues that may occur





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