Case Study: International Financial Institution Wireless

Wireless Infrastructure Services Bring Stability to Global Financial Institution

With more than 350 international locations operating on disparate wireless networks, one of the world's top financial institutions found itself in technological turmoil. Implementing a new, standardized wireless infrastructure required adherence to strict bandwidth and performance standards consistent with a centralized management strategy.

Find out how Global Convergence, Inc. (GCI) offered a highly customized solution and professional services that delivered unmatched efficiency to the customer.

Project Scope

One of the largest financial institutions in the world needed to overhaul its wireless infrastructure to provide consistent access, security and performance across 350 locations in more than 50 countries.

Solutions Provided

GCI has extensive capabilities to provide wireless technology and global coverage to our customers.

- Wireless site surveys & assessments
- Implementation and deployment support
- Staging and configuration
- Infrastructure cabling
- Logistics management
- Project management

Project Scope

One of the largest financial institutions in the world needed to overhaul its wireless infrastructure to provide consistent access, security and performance across 350 locations in more than 50 countries.

Approach

GCI conducted an initial predictive wireless survey, deployed its expert team of Smart Hands technicians to hang access points, and returned to each site to perform a verification wireless site survey.

Results

Project completed on time in 350 locations in 50 countries with a near-perfect rating for client satisfaction. GCI provided verification and support from a centralized perspective ensuring the customer was ready to manage and operate the new infrastructure once GCI completed the scope of work.

Consistency and Reliability

From Chaos to Conformity. Consistency and reliability are important traits for any size business, but especially for a global enterprise looking to provide the same level of service anywhere in the world.

For the world's largest financial institutions however, that was easier said than done.

The company had assembled a decentralized wireless IT solution that had quite simply become a mess. More than 350 international locations were building and maintaining their own wireless networks using local partners.

The result was a chaotic and unorganized hodge-podge of technology with unreliable performance and bandwidth and unique security risks that were impossible to support at the corporate level.

The company needed a reboot: new wireless infrastructure, standardized across all its locations.

A Global Mission – A Centralized Management Strategy

Recognizing that the project required a highly customized touch, GCI did not try to shoe-horn "out-of-the-box" technology into the customer's environment.

GCI offered the client standardized, high-volume, repetitive deployment of wireless assessments, network planning, installation and follow-up verification surveys across all the international corporate locations.

The project required adherence to strict bandwidth and performance standards consistent with a centralized management strategy.

Assessments and Recommendations

GCI's wireless assessment team recommended a Cisco wireless network deployment across the 50 countries and proposed a highly customized solution with professional services that ensured optimal design, implementation and deployment.

After reviewing numerous proposals, the company selected GCI as its service delivery partner because of GCI's global reach, commitment to excellence and overall value.

Once the network design was finalized for each of the 350 locations, GCI deployed its expert team of Smart Hands technicians to hang access points according to the financial institution's strict guidelines and each country's specific radio frequency (RF) standards.

The access points were installed in buildings with varying architecture – from modern office buildings in the United States – to historic buildings with frescoed ceilings across Europe – to many non-traditional structures throughout Asia.

All told, GCI completed site surveys and installations in far-reaching locations including Vietnam, Qatar, Lebanon, United Arab Emirates, Kazakhstan and Nigeria.

With the access points installed, GCI technicians returned to each site to perform a verification wireless site survey, assessing the RF environment and ensuring the network operated properly and met the client's performance requirements.

A Collaborative Partnership that Endures

GCI completed the design and installation of the all-new wireless infrastructure in 350 locations within 50 countries within the specified timeframe.

The project was completed on time and GCI received a client satisfaction rating of 3.99 out of 4.00.

The initial wireless rollout was so successful that the company contracted GCI to add wireless infrastructure to 50 more sites in 30 additional countries.

Following the project, GCI also signed a contract to be the go-to global IT services provider for the client, expanding an original four-year statement of work (SOW) into an ongoing, collaborative partnership with numerous follow-up opportunities.

The relationship continues to blossom with both companies exploring additional opportunities where the company can leverage GCI's expertise and global reach in the future.

Multiple Types of Wireless Site Surveys:

Wireless Network Design survey options to implement a new wireless network or replace old technology offered by GCI:

- ✓ **Onsite** Greenfield wireless surveys
- ✓ **Offsite predictive** wireless surveys
- ✓ **Hybrid** wireless surveys
- ✓ **Network Augmentation** wireless surveys

Post Installation Validation Surveys to verify coverage and capacity.

Wireless Assessments designed to analyze existing networks that are experiencing issues or to identify performance gaps.

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

Our global deployment and network transformation portfolio offer clients:

- Site Survey and Assessment
- Architecture and Design
- Configuration to Order and Product Assurance
- Project Management
- Implementation and Global Transformation
- Onsite and Remote Staff Augmentation Solutions

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Powerful Program Portfolio

Global Convergence Inc. offers comprehensive multi-service/multi-national global implementation and network transformation service programs to ensure your success.

As your single point of contact from project planning, through implementation, GCI offers its customers an International Project Management Office (IPMO) to provide planning, oversight, monitoring and execution of simple-to-complex service events.

GCI's IPMO delivers projects and programs that provide governance-driven oversight to meet your complex, global implementation requirements.

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious 2019 MSP 501 List at #59.

Channel Futures

MSP 501

2019 WINNER

Contact GCI Today

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