Managed Guest Wi-Fi Technology Service Description

Overview

This document provides information relating to the management and monitoring of Guest Wi-Fi under the standard MCN offering. The monitoring, configuration, limitations, and available service requests are outlined hereunder.

The expanding use of internet meant that people are demanding and expecting to have Wi-Fi access everywhere they go. Many businesses offer their visitors an access to a guest Wi-Fi. While this service is becoming a commodity, it is still posing a challenge for businesses to offer the guest Wi-Fi in a robust and consistent way to their visitors and for the visitors to have a good experience while using the guest Wi-Fi solution.

It is also an opportunity to businesses to collect insights on their visitors to be used in lead generation. Many businesses will need to link the guest Wi-Fi solution to the overall visitor management workflow (including visitor provisioning, check-in/checkout, screening, access management, etc.)

Our Managed Campus Networking Visitor Wi-Fi services offer our clients a comprehensive solution for their guest Wi-Fi and include this in the overall management of their campus networks.

The service is designed to be offered on top of MCN base offering to extend the managed service to include management of guest Wi-Fi solution. The service is designed to offer location-based solution that creates better host and visitor experience and provide the IT admins and facility managers the visibility they require on the visitors and the way they use the network.

Our solution provides enterprise guest Wi-Fi and location intelligence which includes implementing the required solution and delivering value to our clients by offering proactive management, monitoring, and automation for the whole solution in line with our standard managed campus services offering.

Client Responsibilities and Prerequisites

In addition to the pre-requisites documented in the MCN Statement of Work, the following technology specific pre-requisites are applicable.

- A Wi-Fi solution that supports provisioning of guests (e.g. Cisco Meraki, Aruba Central, Juniper Mist) remotely via APIs.
- Optional Integration with client's IAM solution (e.g. Active Directory).

Technology Description

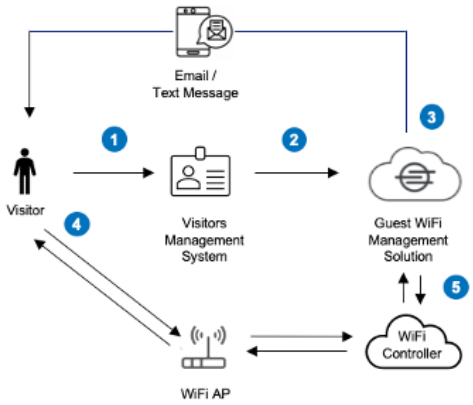
Solution overview

- Single vendor to manage the entire guest solution, removing operational hand-off issues between Technology vendor, Guest Wi-Fi vendor and Wi-Fi Managed Service vendor.
- Unified interface to interact with guest Wi-Fi solution and network infrastructure.
- Provides a seamless and consistent experience for guests accessing the Wi-Fi supporting multiple access scenarios through Passpoint, Captive portal, pre-registered, etc.
- Rich analytics that provide information on the number of visitors, visiting duration, network usage, location footfall.

Target clients

There are two key target client profiles.

- Clients with a legacy network estate (e.g. Cisco Catalyst) but lacking a globally consistent Guest Wi-Fi platform and experience.
- Clients with a cloud-native modern, on-premises network estate (eg; Cisco Meraki, Aruba Central, Juniper Mist), but lacking a globally consistent Guest Wi-Fi platform and experience.



Example scenario

1. The guest check-ins through visitors' management system
2. The visitor's management system sends the info to Guest Wi-Fi Management
3. Guest Wif-Fi sends the visitor a message with the info to access Wi-Fi
4. The guest signs in on laptop or mobile device
5. Guest Wi-Fi creates guest's Wi-Fi access leveraging native connectors

Figure 1 Example Scenario

Technology Specific Operations

Monitors

- Alert output triggered from the available monitors will be used to create Incident tickets.
- NTT will monitor and manage the Guest Wi-Fi services deployed onto a network infrastructure managed by NTT under a Managed Campus Networking service contract.

Configuration Management

Guest Wi-Fi is a full SaaS offering; therefore, device configuration backups are inherent to the solution and are executed automatically with the built-in toolsets to the SaaS Solution Cloud. All configuration backups are stored in the Guest WIFI Cloud itself as part of Management Orchestration.

Firmware Maintenance

Firmware maintenance for the Guest WIFI solution is an automated process and is included within the Cloud. Firmware schedules and frequencies are determined and managed by the Guest WIFI vendor. For further details in this regard refer to the vendor's relevant documentation.

Supported Configurations

- Guest Wi-Fi solution operates in the cloud, integrated with cloud-based network solution (eg; Meraki)
- Guest Wi-Fi solution operates in the cloud, integrated with on-prem network solution (eg; DNAC or Catalyst)
- Cloud based portal for visitors provisioning, update and de-provisioning (e.g. inviting and registering a new guest)
- Customizable splash page for Guest Wi-Fi with multiple Wi-Fi login options
- Internet access policies (limit time, max bandwidth, etc.)
- Wi-Fi service analytics for guest Wi-Fi usage
- Customisable and localised consent and policies for data collection and retention
- Cloud based guest Wi-Fi solution integrated with client's Wi-Fi infrastructure
- Leverage out-of-the-box connectors from cloud-based solution into wireless network infrastructure that can be managed by NTT
- Cloud-based landing page combined with client site sign-in infrastructure (eg; iPad) to facilitate guests connecting to the guest Wi-Fi solution
- MCN SCOE or Service Desk team to provide support.
- Clients get an integrated managed guest Wi-Fi solution from the same vendor who manage the rest of their network.
- Choice of network vendor. The following Wi-Fi solutions are supported for our visitor Wi-Fi management (this is not the exhaustive list):
  - Cisco Meraki

  - Cisco Catalyst
  - Aruba Central
  - Juniper Mist
- Management of the Services through 24x7 remote monitoring, provision of a 24x7 helpdesk and lifecycle management of Service incidents and requests.

Limitations

Any advanced reporting services including recommendations relating to the Availability, Capacity or Performance of the device. This is provided as part of the underlying Managed Access Point service where available.

Service Requests

A list of service requests available for this technology can be found in the MCN Request Catalogue.

Technology Transition Tasks

No technology specific transition tasks are required. A description of the standard transition tasks included for the service offering is documented in the MCN Statement of Work.