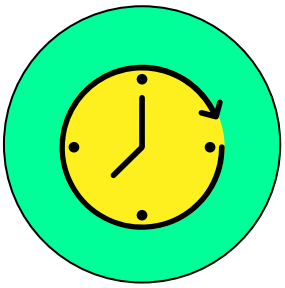
TCS Logistics Case Study

Meeting compressed industry-standard timelines and delivering exceptional results

SIDEBAR: AT A GLANCE

Summary:
An urgent request for a customer network survey was completed within just 3 days for a local cabling provider, thanks to Affinity Blue's tight processes and adaptability on the ground.



The situation:

Last-minute order for a network survey, with no prior context about the end-customer or site.



The solution:

Rapid-turnaround survey that complied with customer confidentiality requirements.



The results:

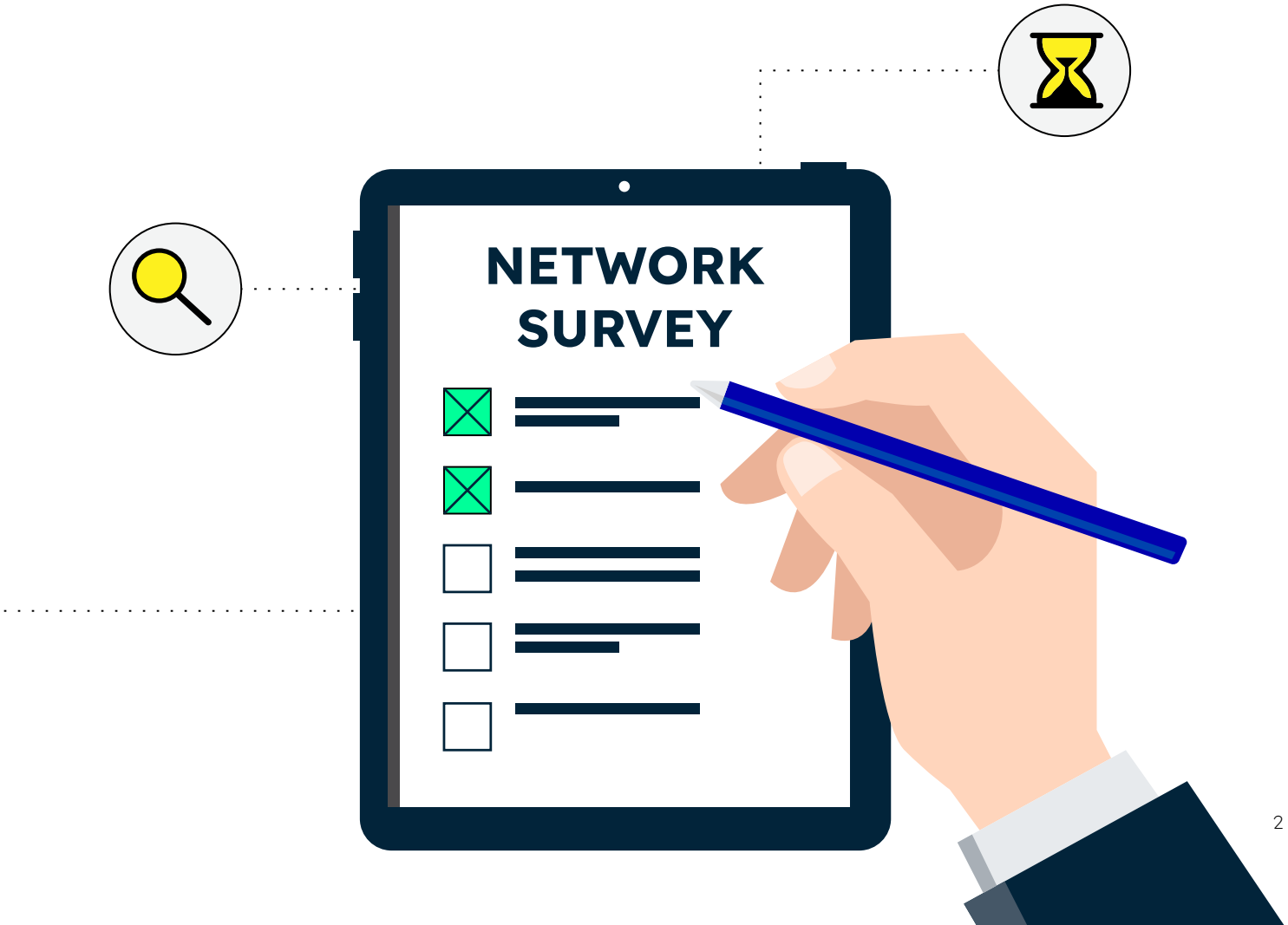
Report delivered in just 3 days with immediate resolution to a range of previously-undetected issues.

THE SITUATION

Network survey work is a common type of project for business networking companies and is frequently delivered before any network is deployed to optimize its design. Occasionally, surveys might be performed after the network is up and running, either to ensure performance meets customer standards or to further optimise new components.

A Victorian electrical and network services provider decided to engage Affinity Blue to conduct one such survey on a recently-completed network. The catch: instead of the industry-standard timeframe of two or more weeks, the electrical firm needed to deliver it to their customer in just one. With little to no prior context about the customer, Affinity Blue faced some daunting challenges with the work.

"A customer network survey usually takes at least two weeks to complete. We received the firm's request through our website contact form and assumed this would be the case in this instance," explained Simon Hayward, Managing Director of Affinity Blue. **"Once we understood the urgency of this particular project, we quickly realized why they had enlisted our help: larger partners might struggle at delivering something like this with speed and quality."**



THE SOLUTION

Like all business networking partners, Affinity Blue runs projects based on the required client deadlines, complexity and available team capacities. Network surveys tend to have high demand, almost like medical specialist consultations. It was common for the next available project slot to be several months after the client makes the initial project request.

For this survey request, however, Affinity Blue was able to find an open slot for the same project type in just a few days. “Having total visibility over every task within the business really helps in cases like this,” said Hayward. “Our project tracking system allows us to maximise our schedules and ensure that even seemingly-impossible jobs like this one get a fair go. In this case, we were lucky a slot opened up – but the ability to instantly identify and book that slot goes well beyond pure luck.”

Nicky Monk, Affinity Blue’s wireless survey specialist, quickly reviewed existing floor plans and arranged an onsite visit for the electrical firm’s customer. The site had newly-installed Aruba Access Points (APs), so the Affinity Blue team prioritised a coverage check using Ekahau and Sidekick II software/hardware. They also confirmed that every AP was in fact installed according to the electrical firm’s maps and floor plans. In doing so, the electrical firm required the Affinity Blue project team to only take photos of the ceiling locations that matched the APs, due to the project confidentiality requirements.

The AP checks led Nicky to make several updates to the firm’s network map after she discovered a handful of the APs were incorrectly marked. Once the on-site work was completed, the data was then analysed to generate a final report with heat maps. Items prioritised included individual AP signal strength, spectrum results, and identifying “rogue” APs that were potentially misbehaving or causing interference.

THE RESULTS

The team successfully delivered the survey report within just three days.

Nicky's recommendations included proposed channel bandwidth configuration changes, TX power configuration changes, suggested solutions for the rogue APs identified, and a full list of fixes for APs showing low or no coverage. The electricians then used the results to optimise the network's installations and reinforce their customer's confidence in their design.

"Thanks to our strong processes, we managed to fulfill the trust these sparkies put in Affinity Blue, by remaining fast and flexible to meet the most unexpected customer and partner needs," said Hayward. "Our investment in developing a lean and outcomes-focused team allows Affinity Blue to remain a trusted partner to both small and larger network solutions players. It's always about creating win-win situations where end-customers always get the most value possible."



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>
> Simon Hayward,
> Managing Director

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