



The Right Stuff: A Global Tale of Digital Transformation

Black Box engineers helped two multinational clients get wireless done right.

INDUSTRY: Energy and Food & Beverage

COMPANY OVERVIEW AND SUMMARY:

Short term, two multinational clients sought to implement a network refresh that moved wireless front and center as the preferred access method for employees and customers at multiple sites around the world.

Long term, each refresh will serve as the fundamental first step in a reimagined network automation and transformed to support rapid recovery from future disruptions via digitization, security, cloud storage/ back up, SaaS, and more

CHALLENGE

- Implement a wireless network refresh — in the same way and with the same excellent results — across a geographically dispersed area.

SOLUTION

- Define and establish governance for managing budget, risk, communications, and quality — and make it repeatable.
- Complete the preliminary work for each wireless refresh (develop and validate architectures; support designs; define hardware standards; help to clarify and follow environmental regulations; determine runbook and device-specific configurations, et al).
- Nail down logistics (complete materials planning, as well as stage, pre-assemble and pre-test; establish shipping parameters to multiple locations worldwide; factor in reverse logistics for decommissioning, including refurbishment and/or secure, green disposal requirements and options).
- Complete deployment. This encompasses everything that happens before the equipment is installed (surveys; prep; remediation; power and equipment location space requirements; and command center setup) as well as the physical install and on-site testing of all devices.

- Repeat this process for more than 400 combined client locations worldwide.
- Provide both clients with varied levels of Day 2 support.

RESULTS

- One global solutions integrator that implements the same digital transformation with the same high results at over 400 sites.
- A new enterprise-wide wireless network that will operate at peak performance and provide users with an identical employee experience from any device at any location.
- Secure network access with all protocols and policies in place and end-to-end malware protection.
- Ongoing support capabilities and deep knowledge from a trusted partner.

VALUE

- A wireless network aligned with IT business objectives for safe, secure collaboration from any device and location.
- A network primed for future optimization and business resiliency.
- A trusted partner who can help to monitor network health and operations.

CHALLENGE

Evaluate, install, validate, and support a wireless refresh at every site worldwide — without a mix of vendors and contractors.

Each client seeks a clearer, comprehensive understanding of its current network with an eye toward transforming the wireless-user experience. The goal is to construct a future-ready wireless network designed for optimal performance and business resilience.

Business objectives are similar and focus on enhancing wireless capabilities, technologies, and resources, as well as reducing cost and improving delivery cycles. In addition, transparency, ease of transition, mutually defined and measurable KPIs, visibility, and accountability are key along with post-deployment assistance, including Day 2 support.

As with any IT project, the business objectives feature specific deadlines and budget parameters, as well as business-as-usual network operation with no disruption. The rollout at each location must be proficient, repeatable, and predictable.

SOLUTION

Streamline wireless deployment and accelerate digital transformation.

Black Box engineers continue to work closely with their technology partners to meet wireless network design requirements for both clients, including surveys (site, technology, and/or pre- and post-deployment validation), remediation plans if applicable (such as re-cabling upgrades), predictive design (including capacity analysis if needed), installation, validation, Day 2 support, and decommissioning of existing legacy systems — all on budget and deadline.

The combined sites total more than 400 and feature offices, campuses, refineries, and bottling plants in countries in APAC, EMEA, LATAM, and NA.

Not only are the locations varied throughout the globe, but also building and construction materials, user capacity, device types, talent availability, and applications. The challenges of governance and process, engineering, and logistics, as well as the actual deployment itself, contribute to the task.

OUTCOMES

New wireless technology that will lower costs, boosts operations, and champion business values.

Each client's wireless refresh will result in a thoughtful and well-designed network that's safer, more secure, more flexible, and seamless for users. Some employees are already accessing these networks from multiple devices and locations and are enjoying the same outstanding experience and collaboration capabilities.

Each wireless redesign will also support business continuity, recovery speed, and resiliency and will impact each company's bottom line positively via higher productivity and improved operations. The networks will be positioned to enable the ultimate workforce and workplace — one that is resilient against future events, such as terrorism, pandemics, and natural disasters.

Best of all, these two different multinational clients are able to achieve these results uniformly across all locations.



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