

How to Take Control of Your Network

A CLOUD-BASED NETWORK MANAGEMENT PLAYBOOK



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What is a Network Management Playbook?

Organizations of all sizes face many of the same challenges when it comes to taking control of their network. This eBook will highlight the “plays” that leaders across industries have run to achieve success and drive business outcomes through cloud-based network management. It features stories from customers around the world and first-hand commentary on how they have used network management solutions from Extreme to achieve their goals.

Read on to find out how IT leaders from major enterprises to community colleges are taking control of their network.



Reducing OpEx Costs



CHALLENGE: A major energy company in Europe, E.ON provides intelligent energy solutions for nearly 50 million customers and is one of the largest companies in Germany. They required a new network solution that would help them drive internal productivity, ease company expansion, and help simplify the onboarding of new customers. Most importantly, they wanted a solution “born in the cloud.”

THE PLAY: Streamlining network management with ExtremeCloud IQ, providing one cloud platform to manage and optimize all network operations.

RESULT: By deploying ExtremeCloud IQ, E.ON projects a 20 percent reduction in operating expenditure over the next three years, savings that they will instead invest in expediting company expansion, network rollouts, and other IT modernization plans. The project that begin in their Nordic HQ in Malmo is extending throughout the organization and promises to continue to deliver results. The transparency into network performance delivered by ExtremeCloud IQ gives E.ON the ability to optimize daily and ensure they are operating at maximum efficiency.



Eliminating License Complexity




BORÅS STAD

CHALLENGE: The city of Borås Stad is one of the largest municipalities in western Sweden. It has focused on a number of smart city initiatives, including providing secure public Wi-Fi for all citizens. Achieving that mission had become impossible with their prior networking provider, which had mired them in complex licensing that led to excessive costs and a lack of clarity regarding the solutions at their disposal.

THE PLAY: Eliminating licensing complexity by consolidating network management with ExtremeCloud IQ.

RESULT: Borås Stad dramatically reduced the costs and complexity of network management by switching to ExtremeCloud IQ with simplified Universal Licensing. Since the deployment, they have streamlined operations and simplified management for their team of three engineers, while also gaining better visibility into the network. The public Wi-Fi project has been successful in creating a better experience for citizens and helped the city attract new business.



“Extreme Networks has been a key partner in helping us build a smart city that meets the current and future demands of our citizens. Leveraging Extreme’s solutions, we’ve created an advanced cloud-managed network that helps us roll out new initiatives through seamless, world-class public Wi-Fi — with minimal overhead, management, and maintenance required on our end. We’re proud to have established Borås Stad as a modern and dynamic smart city.”

ANDRZEJ KARDAS
CTO, BORÅS STAD

Managing Multi-Vendor Networks



CHALLENGE: A small community college an hour south of St. Louis, Missouri, Jefferson College's small IT team kept getting bogged down by managing multiple legacy switches from a variety of different vendors. Even simple activities, like updating firmware, required the network manager to know multiple command line interfaces (CLIs) and make adjustments switch by switch.

THE PLAY: Deploying ExtremeCloud IQ Site Engine to take the complexity out of multi-vendor network management.

RESULT: Jefferson's networking team no longer needed to address issues in multiple different device types through their CLI. Instead, within minutes, they could propagate changes over the network and update all firmware through one unified platform.

Securing Wired and Wireless Networks

WATERMAN

CHALLENGE: Waterman is an Australian coworking firm with almost 20,000 square meters of office space across six centers in Melbourne. Catering to over 1,000 businesses and 2,500 customers, Waterman leases physical coworking spaces for companies, teams, and programs that require fast, reliable, and secure connectivity. In a coworking space, it is vital to provide customers secure connectivity so they can feel confident they are protected and that their data is safe.

THE PLAY: ExtremeCloud IQ and Fabric gives Waterman the flexibility to set up a network that meets customer demands for secure connectivity.

RESULT: Waterman's high-growth business is not slowed down by any technological challenges, including security. They can spin up new centers in as little as three days with the simplicity of ExtremeCloud IQ and the Fabric-based network architecture and know that the network will be secure and resilient for customers. As Waterman head of operations Martin Reidy puts it, "we see every dollar we invest in technology generating a return on investment."



Scaling a Dynamic Network

CHALLENGE: Dubai World Trade Centre is a massive exhibition space that requires cutting-edge technology to ensure they are attracting the best events in the world. Doing that requires building a network that can support anything that is thrown at it. They faced that challenge head-on when they needed to support GITEX, the world's largest technology trade show, featuring more than 6,000 exhibitors, 180,000 attendees, and upwards of 30,000 devices running concurrently on the network at any given time.

THE PLAY: The combination of ExtremeCloud IQ Site Engine and Extreme Fabric Connect gives Dubai World Trade Centre the ability to quickly provision 3,300 separate VLANs to provide support for all exhibitor functions while maintaining the hyper-segmentation that protects other critical functions like CCTV, building management systems, digital signage, and retail POS.

RESULT: The Dubai World Trade Centre has successfully hosted GITEX nine times and continues to be a premier destination for more than 500 events every year.



مركز دبي التجاري العالمي
DUBAI WORLD TRADE CENTRE



“With large exhibitions on the horizon, the world is looking to Dubai to set new standards for mega-events. We have risen to this opportunity to deliver on Dubai World Trade Center’s mission of being a world-leading venue for conferences, exhibitions, and events and providing a world-class business networking platform with integrated end-to-end services. Thanks to Extreme’s networking solutions we can do just that and offer best-in-class exhibitor and visitor experiences.”

FARID FAROUQ
VICE PRESIDENT, IT,
PROCUREMENT AND CONTRACTS,
DUBAI WORLD TRADE CENTER


Large-Scale Cloud-Managed Wireless Networks



CHALLENGE: Colruyt Group is a large retailer with more than 600 stores spread across Belgium and France. As Colruyt's business grew, its legacy infrastructure was not equipped to support the rising number of connected devices or the physical expansion of the business and its operations. The retailer also had difficulty getting analytics and insights from its infrastructure, putting valuable data out of reach.

THE PLAY: Colruyt has reimagined the retail network infrastructure with cloud-managed wireless. The retailer deployed 10,000 Wi-Fi 6 access points across its stores, all centrally managed through ExtremeCloud IQ.

RESULT: The new network delivered seamless wireless connectivity for both store operations and created an enhanced in-store customer experience. Colruyt is able to support thousands of end users and devices across both storefront and warehouse environments with granular operational visibility into the network environment and no capacity challenges. This helps Colruyt ensure a positive user experience for employees and guests throughout their operations.



“We have been making use of Extreme’s technology for many years. The intuitive cloud platform will support our experts in managing our wireless environment and provide a stable and performant wireless solution for our business.”

**WIM PLETINCKX,
HEAD OF IT INFRASTRUCTURE, COLRUYT GROUP**

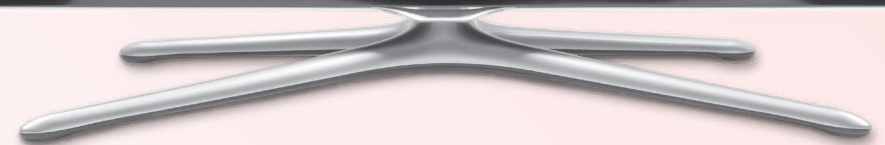
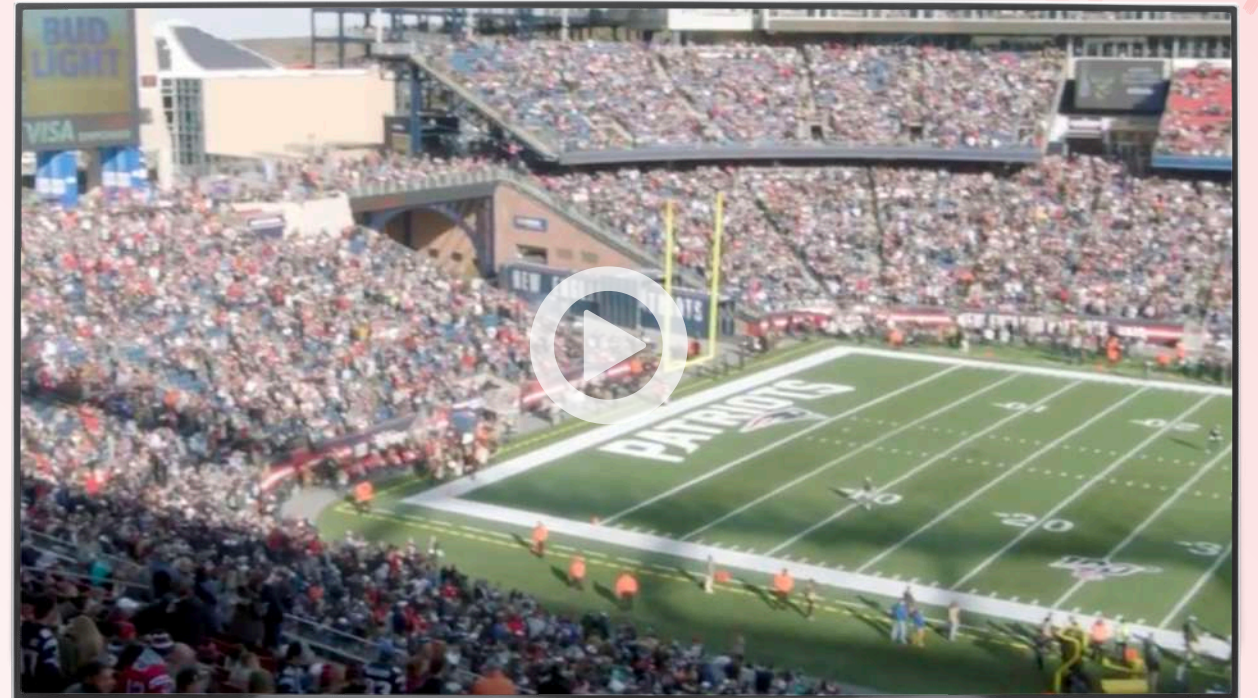
Delivering Customer Experience with Analytics



CHALLENGE: Creating a memorable wireless experience for 65,000-plus fans on game day every Sunday. The New England Patriots needed to serve their fans with more than just connectivity but didn't have a way to get meaningful analytics from their network.

THE PLAY: Cloud-managed wireless with ExtremeCloud IQ Site Engine to gain detailed insights into how fans are interacting with the network and using that data to create a better experience.

RESULT: Knowledge is now power at Gillette Stadium. The Patriots are able to make business decisions based on the analytics data they receive from their wireless network, which has led them to streamline stadium operations, identify new business partnerships, and better serve fans.



Driving Business Success with Analytics



CHALLENGE: Wisconsin Center District is a major convention center in the heart of Milwaukee, hosting hundreds of events every year. Convention centers play a zero-sum game — every city competes for major trade shows and events, but only one can win, and the difference can come down to technology. WCD needed to be able to differentiate itself to attract major events.

THE PLAY: Delivering a personalized experience over the wireless network with ExtremeCloud IQ deployed in the public cloud, including rich analytics on attendee engagement.

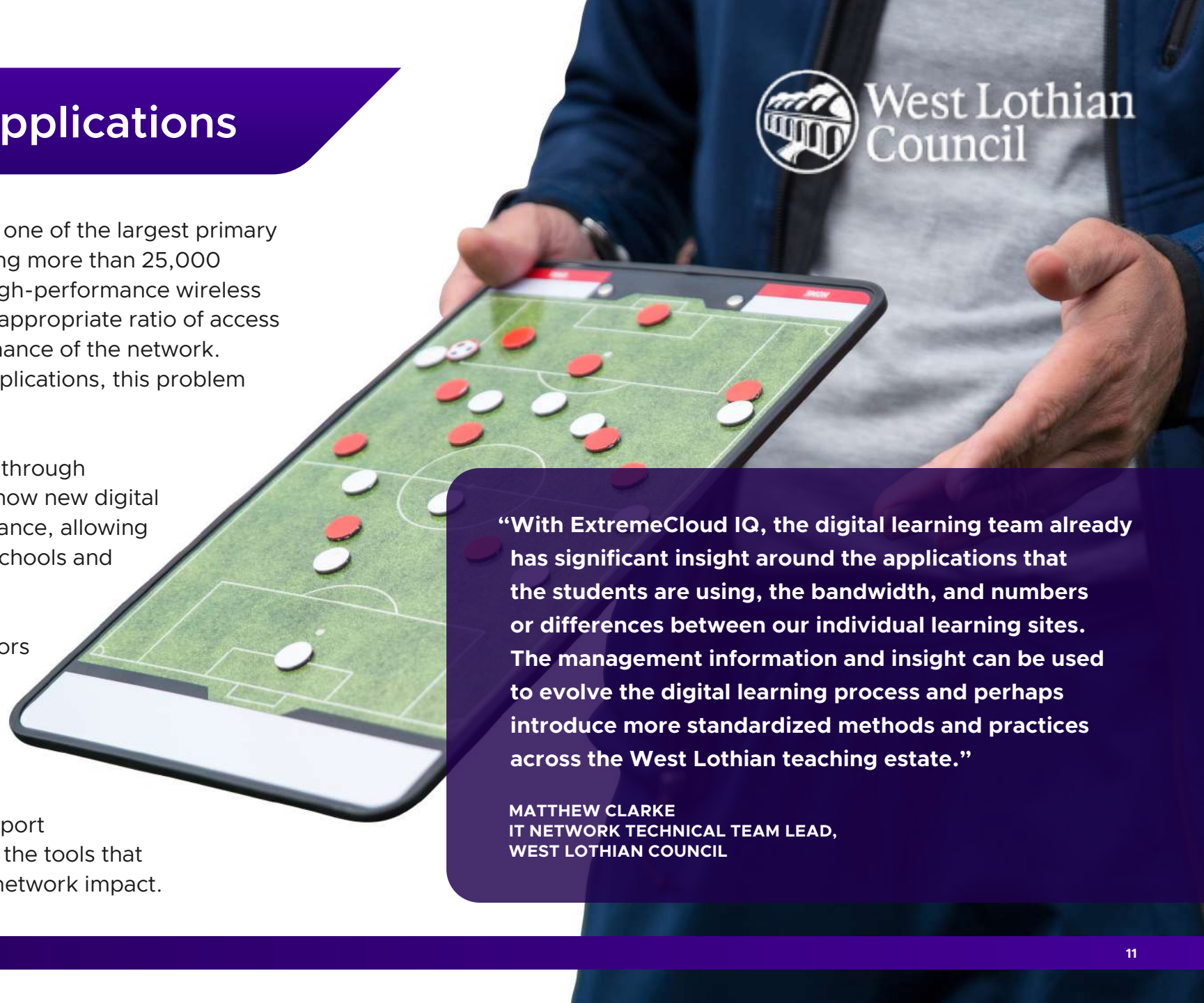
RESULT: Turning IT into a profit center by offering their event management team the ability to track attendees and report on booth traffic, heat maps, and engagement, delivering insights to vendors that other venues can't provide.

Gaining Visibility into Applications

CHALLENGE: West Lothian Council administers one of the largest primary and secondary school districts in Scotland, serving more than 25,000 students. The council had struggled to deliver high-performance wireless across its schools, both in terms of providing an appropriate ratio of access points to students and in monitoring the performance of the network. With the rollout of more devices and learning applications, this problem continued to compound.

THE PLAY: Consolidated network management through ExtremeCloud IQ, which delivered visibility into how new digital learning applications impacted network performance, allowing West Lothian to optimize for bandwidth across schools and relieve the day-to-day burden on IT.

RESULT: Free from network constraints, educators and students in West Lothian Council schools have been able to embrace digital learning without interruption. They have been able to bring many of the hybrid-learning models that came about during the pandemic back into the classroom now that the school networks can support them. Teachers can focus on teaching and using the tools that best fit their needs, without worrying about the network impact.



“With ExtremeCloud IQ, the digital learning team already has significant insight around the applications that the students are using, the bandwidth, and numbers or differences between our individual learning sites. The management information and insight can be used to evolve the digital learning process and perhaps introduce more standardized methods and practices across the West Lothian teaching estate.”

MATTHEW CLARKE
IT NETWORK TECHNICAL TEAM LEAD,
WEST LOTHIAN COUNCIL

Troubleshooting Wireless Connectivity

Prima CARE PC
by your side

CHALLENGE: Prima CARE is a fast-growing specialty care medical facility in Massachusetts. With a rapidly growing practice, a new facility, and more advanced medical technology coming online, Prima CARE needed a wireless network that could keep up with the organization's growth without sacrificing the security and compliance that is critical in healthcare. With a small IT staff, they needed to ensure network reliability without the need to invest time in time-consuming manual troubleshooting.

THE PLAY: Deploying ExtremeCloud IQ to manage network operations help a small IT team proactively resolve network issues before they impact end users. This allows Prima CARE to take advantage of new technologies, support telehealth initiatives, and maintain the security and privacy of patient data.

RESULT: Prima CARE successfully launched a new training facility without any impact to its network and has continued to expand its practice. Prima CARE director of operations Kevin Andrade stated that with Extreme, complaints about wireless performance that used to cross his desk on a daily basis have disappeared post-deployment.



Related Resources

For more information on Extreme and our cloud-based network management solutions, please visit our website and check out the following resources.

- [ExtremeCloud IQ At-A-Glance](#)
- [ExtremeCloudIQ Data Sheet](#)
- [Multivendor Support At-A-Glance](#)
- [Extreme Live Demo](#)
- [Extreme Customers](#)



