Veni Vidi Wi-Fi

Aerohive Provides a Stable and Flexible Network When Downtime is Not an Option

AEROHIVE®
NETWORKS

Veni Vidi Wi-Fi

Veni Vidi Wi-Fi, based in Merselo, provides a range of IT services. These include WaaS, Site Survey and optimisation, and events IT. In the run-up to and during events, IT is an indispensable factor. Veni Vidi Wi-Fi provides temporary facilities for events, ranging from sports to concerts and from festivals to conferences. The company is characterised by its solution-oriented and flexible attitude. For IT events they joined forces with Aerohive Networks.

Veni Vidi has now been using Aerohive Networks Wi-Fi on location for six years.

The Challenges

Stability and continuity: the network must always work

The biggest challenge for events is that the IT must be set up quickly and must always work, especially the network. The company cannot afford to lose the connection; continuity is crucial. That's why bandwidth is set for each user. Raymond Hendrix, founder of Veni Vidi Wi-Fi, cites the WK Triathlon in Rotterdam as an example. This event took place on the quayside, where no infrastructure existed for connection. The company built up a functioning network for just a few days. After all, every event must have a high-end operational network.

Prioritising use; different user groups

Veni Vidi Wi-Fi has to deal with different user groups at every event, such as press, staff and audience. Connection for the public is often a 'nice to have', while a stable network for press and staff is a 'must'. The press, for example, must always be provided with sufficient bandwidth so as to be unrestricted in its network use. The same applied to the Shell Ecomarathon in London and Singapore, where 110 university teams from all over Europe battled it out with their sustainable cars. In addition to connecting the three groups mentioned above, cars were also running on the network. Policies had to be implemented for the different user groups; issues such as access and bandwidth are determined per group.

High density: many users at the same time

The size of the events Veni Vidi Wi-Fi serves varies from 100 to more than 30,000 visitors. A large-scale event example was the final concert by the Dutch band Rowwen Hèze. Initially there had been limited connection at the concerts, until radio station 3FM turned up to broadcast live at one of them. Veni Vidi Wi-Fi equipped a tent of over 4,000m² with connections, with 10,000 people present each evening. Thirty access points were connected to guarantee sufficient density and capacity, on the as-

sumption that one third of the visitors would connect to the network and around 1,000 would use Wi-Fi simultaneously. This ratio of use doesn't always apply. The user statistics certainly looked very different at an event for game programmers and developers at the Westergasfabriek in Amsterdam. Some 10,000 visitors were present there, but with each person connecting an average of 2.3 devices. A much heavier load indeed.

Coverage issues at extensive events

A fourth challenge in providing Wi-Fi at events is in coverage. The organisation has to cope with limited network range at widespread events over large areas. Take Outdoor Brabant, for example, an equestrian sports event. Visitors move around the different courses and between different activities, from jumping to handling events. Each access point only has a certain range, so that the connection is broken beyond that point. It's annoying for visitors if they have to reconnect repeatedly as they move around the event. Aerohive Networks access points hand over the connection to each other, so visitors only have to log in once.

"We can't fine-tune the network management indefinitely. Since events only last one or a few days, the network must be available immediately. **Downtime is not an option.**"

– Raymond Hendrix,
CWNE #274 and Founder,
Veni vidi Wi-Fi

The Results

Management advantages; the network always runs

Since an event often only lasts a few days, there is little time to fine-tune configurations. The network must be available immediately. Downtime is not an option. Because Aerohive Networks offers a 'controllerless' network, Veni Vidi Wi-Fi is less at risk. If a controller is used, it means an extra one is always needed so that one can take over from the other. Aerohive Networks always run automatically, a major advantage for Veni Vidi Wi-Fi, even if the cloud fails. Managing from the cloud also makes it possible to manage and monitor the network from anywhere, at any time.

Basic configuration: fine-tuning per event

Because the network always has to be erected and dismantled per event, Veni Vidi Wi-Fi works with a basic configuration. The basis of network management is that it considers which rules need to be adjusted for each event, such as network naming, access keys and prioritising user groups. The dashboard is fully configurable with what's important for the administrator, so that he can see what's happening with the network in an overview. The dashboard delivers an insight into issues such as the number of connected devices, the type of devices and the location of users. This information can be re-used in the future. For example, if a large number of users are present in a particular location, enhanced connectivity can be provided in subsequent years.

Performance challenges immediately on view

The same dashboard provides real-time insight into whether a device malfunction has been caused by a network problem. For each client, the dashboard indicates why the connection has not been established. The problem can be identified quickly this way, saving a great deal of time. A report can be distilled from the dashboard each day, shared with the customer and showing performance challenges. Take the example of a power failure, a common problem at events. The reports show room for improvement in the years to come. This forms the basis for future recommendations.

"At every event you have to prioritise user groups. Connection for the public is often a *'nice to have'*, while a stable network for press and organisation is a *'must'*. **With HiveManager, it's easy to manage policy rules for different groups."**

– Raymond Hendrix,
CWNE#274 and Founder,
Veni vidi Wi-Fi