



SITUATION OVERVIEW

Vision 7, headquartered in Québec City, Canada, is ranked among the top 25 marketing communications companies in the world, with more than 1,400 employees in 13 offices throughout Canada, the United Kingdom and the United States. The majority of Vision 7's employees do a significant amount of work outside the corporate offices. From home and client offices to airports, subway stations and in transit, Smartphones, laptops and tablet computers are frequently used as mobile workstations.

Vision 7 was growing, so they needed a highly reliable and easily scalable wireless system that could support more wireless users and more mobile devices. Given the nature of their business, it was critical for all Vision 7 employees to be able to securely communicate with clients and each other, from anywhere in the world at any time.

THE CHALLENGE

The challenge was to implement a flexible, highly secure and extraordinarily reliable wireless communications system that was managed from a single location – one that used the same infrastructure (appliances and antennas) for every office location. The first step in designing such a solution was asking ConnecTalk for a proposal.

Bernard Beaulieu, Director of Infrastructure for all Vision 7 offices, met with Guy-Marie Joseph, ConnecTalk President, to begin mapping out the ideal solution. ConnecTalk had been Vision 7's go-to communications technology provider for more than 17 years.

THE SOLUTION

The ideal solution was to have a simple centralized console to view everything, using a single web interface. This involved installing three primary communication and control devices from Motorola:

- RFS6000 Wireless Controllers (2)
- AP7131N Wireless Access Point
- AirDefense with software for WIPS and for Wireless Management ADSP

According to Guy-Marie Joseph, ConnecTalk President, "our customer was looking to replace a site-managed wireless infrastructure (WS5100/AP300) with a centrally



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managed infrastructure – one capable of supporting both a globally managed standard configuration while allowing for per-site unique configurations to support corporate devices, bring your own devices, guest devices, and other special purpose applications.”

According to Bernard, one of the biggest potential challenges seemed to be the amount of time it might take to implement the solution in all the offices, but thanks to ConnecTalk that did not become a problem. “We put all the global devices in Montreal and Toronto first, then antennas in all the cities. Then we started to control these antennas from a single point. It all went faster and with fewer issues than expected,” stated Bernard.

“From the beginning, ConnecTalk knew what the challenges were and what they had to do. They came to us with a very organized and detailed plan. In addition to having outstanding product knowledge, they have proven to be easy to reach, easy to work with, and are very proactive.”

**Bernard Beaulieu,
Vision 7 Director of Infrastructure**

THE RESULTS

First and foremost, Vision 7 employees are very happy with the solution, and are delighted with the role ConnecTalk played and continues to play in providing a hassle-free and well-supported implementation, including office-by-office training.



Prior to installing the new technology, Vision 7 employees frequently complained about the company’s wireless infrastructure. So too did clients who came into the offices for meetings, and were unable to wirelessly access the Internet. Now, visitors have a wireless guest network that is easy to access and extremely reliable when used.

Another aspect of success was how well the product rollout went. Typically, when new devices are put in place, a great deal of “tweaking” is needed to make sure everything works correctly. According to Bernard, that was not the case here. “There were no tweaks needed. We never had done a project that involved all users. This was massive, and there were no issues.”

“One of the ways we know this was a very good solution is that we did a survey afterwards and had no complaints. That’s incredibly rare.”

Bernard Beaulieu

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