

DELOITTE BELGIUM OPTS FOR A SIMPLY CONNECTED ENVIRONMENT WITH TOTALLY WIRELESS ACCESS

Summary

Company: Deloitte Belgium)

Industry: Business Services

Challenges:

- Enable maximum flexibility for employees
- Innovate based on new WLAN technology
- Integrate data and voice communication

Selection Criteria:

- High reliability, quality, and speed
- Support for Microsoft Office Communicator for Voice over WLAN (VoWLAN)
- Centralized network management

Network Solution:

- WLANs in 10 offices using Juniper Networks Wireless LAN Portfolio software
- WLC2800 Wireless LAN Controller (in a cluster of two)
- WLA522 Wireless LAN Access Point (approximately 300)

Results:

- WLAN environment outperforms expectations
- 15% reduction in required number of access points
- Easier network management

Deloitte Belgium, the largest accounting and consulting organization in Belgium, employs more than 2,500 employees at ten offices. The firm provides auditing, accounting, tax, consultancy, and financial advisory services for a range of clients that includes the largest national and international companies, small businesses, public sector agencies, and nonprofit organizations. Deloitte Belgium is an autonomous and independent organization and a member firm of Deloitte Touche Tohmatsu Limited. At the beginning of 2010, the IT department examined the possibility of equipping all of the meeting rooms with a wireless network. "We wanted to be able to offer maximally flexible working solutions for both our own employees and for visiting customers," says Mark Torfs, chief operating officer, Deloitte Belgium. "From the point of view of network management, we also wanted to minimize the risk of network problems caused by incorrectly connected cables. The partners and management of Deloitte Belgium were very impressed by the flexibility offered by wireless networks and saw the plan to install a wireless LAN (WLAN) as a chance to start innovating, so they asked us to find a solution that would make it possible for everyone to work totally wirelessly."

Challenges

It is important for business service providers such as Deloitte Belgium to enable flexible collaboration among their employees and between employees and customers, especially now that advancements in IT mean that it can be done in a reliable and secure way. Deloitte Belgium also felt it was important to integrate its voice and data communications. "However, implementing a solution that will make it possible for everyone to work totally wirelessly, as the management wants, involves more than simply installing a WLAN in all of our offices," says Torfs. "The reliability and speed of such a wireless network and the security of the confidential information we work with immediately become business critical criteria, so we asked the three leading suppliers to present us with a solution and a quotation."

Selection Criteria

Deloitte Belgium was looking for high reliability, quality, and speed in its new WLAN. It also wanted centralized network management and a solution that supported Microsoft Office Communicator. As Torfs explains, "After carefully comparing and weighing all of the proposals and options, we chose the wireless solution proposed by Juniper Networks, which is part of Juniper's 'Simply Connected' vision to simplify and secure the use of mobile devices as wireless becomes the primary network access. This solution was offered, supplied, and partly installed by Belgacom. The deciding factors that led us to opt for this solution were the extensive central network management software, and the fact that Deloitte offices in other countries have been working with WLANs for several years and are satisfied with the results. In other words, the quality of the products had already been proved in practice and we had faith in the supplier. There was also the fact that the proposal was financially superior to the other offers."

Solution—Centrally Managed WLANs for Data and Telephony

To gain experience on a small scale, Deloitte Belgium decided to start by arranging for Belgacom to install a WLAN in the office in Liège, which had just recently opened. As well as enabling all of the usual data communications, the wireless networks also had to be suitable for telephony. All Deloitte employees make calls via Microsoft Office Communicator, which is installed on their laptops, so supporting this enterprise software and N-standard compliance were important selection criteria. "After the successful 'proof of concept' implementation for approximately 50 employees in Liège, at the start of this year all of the Belgian offices were equipped with a WLAN," says Torfs. "All these WLANs are connected to a Juniper Networks® WLC2800 Wireless LAN Controller—one at our data center in Diegem and the other at the data center in Antwerp—with fully redundant gigabit connections between the two computer rooms. We also installed the Juniper Networks WLC522 Wireless Access Point (approximately 300). That's almost 15% less than we anticipated based on the site surveys we conducted thanks to the reliability of the WLAN coverage and roaming."

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- Mark Torfs,
Chief Operating Officer, Deloitte Belgium

Result—A Future-Proof Network Infrastructure

Juniper Networks RingMaster central network management software makes the WLANs easier to manage than physical cable connections. People often move to different workplaces within the company and, despite the adverse economic conditions, the company is still growing. So, from a practical point of view, the IT specialists at Deloitte Belgium have to deal with a lot of moves, additions, and changes (MACs), which are easier to implement with a wireless infrastructure.

Next Steps and Lessons Learned

Although all of the Deloitte Belgium offices are now equipped with a WLAN, the environments are not yet totally wireless. This will be implemented in phases over the next few years and will make it possible to achieve savings on installation and maintenance through the use of fewer cable connections. "At most of our offices, the employees will be able to choose whether they want to work wirelessly or via the cabled network for a long time to come," says Torfs. "And of course that applies without the need to change any settings. However, most people are already choosing to work wirelessly because of the increased flexibility and convenience."

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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