ThoughtWorks® | ThoughtWorks

ThoughtWorks Designs Great Wi-Fi Experiences with Mist AI™

ThoughtWorks is a privately owned, global technology company with 40 offices in 14 countries. It provides software design and delivery, and pioneering tools and consulting services.

To achieve continued growth, the IT department had to re-assess its existing technologies and operations to meet the following strategic requirements:

- Grow in a scalable and cost-effective way

- Support a rapidly changing mobile work environment

- Provide a better user experience for all global employees

Kevin Fenn, global head of networks based in the United Kingdom, quickly realized that a state-of-the-art wireless network was critical to achieving these business objectives.

"We are a Wi-Fi first company," says Fenn. "Most offices are open seating, with little or no fixed desks, nor wired connectivity. This means the WLAN always has to work consistently, reliably, and with the highest performance."

In addition, the company hosts many partners and clients in its offices who require simple and reliable access to ThoughtWork's guest Wi-Fi network. "Guest network passwords change regularly, and different groups require different policy rules to govern what they can or cannot access. This was a huge headache to manage across 86 Cisco WLAN controllers, taking 20 man hours each time we had to make a simple change to the guest network. We needed to dramatically simplify this process and add more control over guest access using software automation."

What's more, ThoughtWorks' employees are heavy users of video communications. There are approximately 45,000 video calls made per day globally across the company, which is about 7 calls per person on a typical day. These video calls have to work consistently and reliably, as the company's business depends on it.

ABOUT THOUGHTWORKS

- **Industry:** Global Technology, Consulting Services
- 40 Offices in 14 Countries
- 5000+ Employees

CHALLENGES

- Offices rely on Wi-Fi as only connectivity
- Over 45,000 video calls are made daily
- Poor roaming capability

SOLUTION DEPLOYED

- 500+ Juniper AP41, AP61
- Juniper Mist Wi-Fi Assurance Service
- Marvis Virtual Network Assistant

BUSINESS RESULTS

- Improved Wi-Fi reliability and performance
- Automated RF optimization
- Simplified guest network management
- Rapid deployment of sites through APIs

> "The Wi-Fi system from our prior vendor really struggled with roaming and real-time Radio Resource Management, which became a top priority for my team to fix with a new WLAN platform."
>
> — Kevin Fenn, Global Head of Networks, ThoughtWorks

A REFRESHING MIST

Shortly after starting at ThoughtWorks, Fenn was tasked with producing a board-level plan for scaling the company's network, simplifying operations, and reducing operations costs. He looked at various WLAN vendors (Juniper, Aruba, Cisco, and Aerohive) to see who could best meet these objectives and take the ThoughtWorks wireless network to the next level. Ultimately, he chose the Juniper AI-driven network.

"Only Juniper leverages artificial intelligence inside the WLAN platform to automate mundane tasks, improve Wi-Fi reliability, accelerate troubleshooting, and give insight into the wireless user experience," says Fenn.

- AI-driven Radio Resource Management (RRM) immediately picked up and fixed several issues the network teams wouldn't have seen manually.

- Service-level expectations (SLE) made it easy for the IT team to set, monitor, and enforce customizable metrics for Wi-Fi performance (e.g., roaming, coverage, and capacity)

- Open APIs brought new automation to deployment and operations, saving time and money by reducing human errors. Says Fenn, "We appreciate Juniper's API-first mentality as we plan to use them for full automation across our network stack."

- RF glasses are used to identify real-time coverage issues. "I saw on the Mist Dashboard that the accounting group in London was having a coverage issue, so I proactively brought it up with that team. They explained that they were indeed having a poor Wi-Fi experience,

but they didn't want to complain to IT. After fixing the problem, we looked like real heroes for the proactive outreach and attentive service," says Fenn.

- Marvis Virtual Network Assistant (VNA) helps Thoughtworks quickly resolve wireless issues using simple language queries, event correlation, and trending analysis. "VNA is very cool. It gives our workers the information they need to troubleshoot their own problems, and provides me insight into how everything is working at a macro level," Fenn says.

- The Juniper team. "Juniper is a 'people-first' organization, which aligns very closely with Thoughtworks' own corporate philosophy," says Fenn. "They are great to deal with and don't hesitate to provide access to key team members. This level of cooperation is very rare in my experience, which makes it all the more refreshing."

The global rollout of the Mist Learning WLAN completed at the end of 2018, covering all ThoughtWorks offices in EMEA, North America, Latin America, Australia, China, India, and Singapore.

"I was extremely excited to get all employees on the Mist WLAN and benefitting from the next-generation wireless that Mist uniquely delivers," according to Fenn.

FOR MORE INFORMATION

To find out more about Juniper solutions, visit www.juniper.net.