BlueSafe Uses Fluke Networks' AirMagnet Solutions to Help Organizations Throughout France Deploy High-Performance Wireless Networks

At a Glance

Customer:
BlueSafe

Industry:
Wireless Systems Integrator

Location:
Suresnes, France

Challenge:
BlueSafe is one of the premier Wi-Fi system integrators in France. They help organizations achieve unified mobility by planning, deploying and managing wireless networks that meet business requirements for connectivity, application performance and security. As Wi-Fi networks continue to evolve and expand, and as a new generation of mobile devices hit the workplace, businesses are presented with a variety of new performance and security challenges. BlueSafe is responsible for helping these organizations address those challenges. To do this successfully, the company not only requires a set of solutions for accurately planning and deploying wireless networks, but that also enables the team to quickly troubleshoot, secure and monitor the wireless network.

Results:
BlueSafe selected Fluke Networks' AirMagnet Survey and Planner, AirMagnet WiFi Analyzer, and AirMagnet Enterprise. These solutions give BlueSafe, and their customers, the ability to deploy high-performance wireless networks, and to secure and manage these networks once in service.

Products:
Fluke Networks AirMagnet Survey and Planner, Fluke Networks AirMagnet WiFi Analyzer, Fluke Networks AirMagnet Enterprise.

Customer

BlueSafe has been a leading wireless systems integrator in France since 2002, delivering innovative solutions to customers that help ensure mobility through quality of service, security and fleet management. The company helps customers with a variety of wireless initiatives including global Wi-Fi deployments, hotspot rollout and management, mobile device management, Wi-Fi geo-location and tracking, and more. In 2005, the Ministries of Finance and Research in France award the company JEI status (Young Innovative Company) for its innovation in radio engineering in relation to quality of service and security for wireless networking. Today, the company helps a variety of leading global organizations achieve unified mobility and serves more than 100 businesses in France and around the world.

Challenges

BlueSafe is responsible to deploying, expanding and managing wireless networks for its customers. This can include planning and designing wireless local area networks (WLANs), expanding networks, troubleshooting deployed networks, ensuring the security and performance of wireless networks, rolling out and managing hotspot access, and more.

"Today's organizations often struggle when deploying and managing wireless networks. They often underestimate the infrastructure requirements or configuration elements of a rollout and this has a tremendous impact on the performance of a network in relation to the end-user and business requirements. Furthermore, once deployed, ensuring security and the ongoing performance of the network as it evolves can be a constant challenge. Our team helps organizations not only lay the proper foundation for a unified mobility infrastructure, i.e. a global wireless deployment, but also ensure the security and performance of the network is constantly managed for operational efficiency," said Fabrice Jonvel, Director at BlueSafe.

> ***"Wireless expectations have changed dramatically over the last five years as more and more organizations rely on these networks to deliver critical applications and connectivity to staff, customers and partners. As new mobile devices flood the market, issues surrounding end-user connectivity continue to present new challenges for organizations. By leveraging Fluke Networks' AirMagnet solutions, BlueSafe is able to help customers address security and performance concerns and unify their mobile infrastructure to ensure the quality of services at the highest levels."***
>
> – *Fabrice Jonvel, Director at BlueSafe*

For BlueSafe, delivering a healthy wireless network revolves around three key elements. First, ensuring that nothing degrades the quality of the signal (interferences, number of users, etc.). Second, properly securing the network, which includes not only protecting the confidentiality of data, but also the network itself. Finally, anticipating the evolution of the network, for example, the impact of Bring-Your-Own-Devices (BYOD) or company issued mobile devices on the network, or new security threats that may come to market.

"In order to meet customer expectations, we need to have tools that allow us to build, maintain or augment a wireless network from the ground up. Gathering data is a key element in this process and allows us to understand every aspect of a network (or the business) so we can address current and future needs. Without this information, we're flying blind. These initial steps form the foundation for deploying a high-performance wireless footprint," Jonvel said.

Once BlueSafe has helped a customer evaluate and unify the wireless infrastructure, ongoing management and monitoring is key to ensuring ongoing performance. While many infrastructure vendors provide basic monitoring tools, none deliver the level of visibility needed to evaluate the true end-user performance experience. "Without having access to end-user performance information in real-time, it's very difficult to identify the root cause of problems on the wireless network. Having a solution that provides this level of access is critical to maintaining performance and security of Wi-Fi," Jonvel said.

Solution

After a full review of competitive solutions, BlueSafe selected Fluke Networks and its line of AirMagnet solutions. The company uses AirMagnet Survey and Planner to help accurately plan and deploy 802.11 a/b/g/n wireless networks for optimal performance, security and compliance. It uses AirMagnet WiFi Analyzer to monitor and troubleshoot wireless networks, and AirMagnet Enterprise, a dedicated wireless intrusion prevention system, for complete visibility, control and security of deployed wireless networks.

"Together, the suite of AirMagnet solutions allow us to address the entire lifecycle of wireless networking. Whether a customer needs to roll out a completely new wireless network, expand a network, or simply optimize security and performance, AirMagnet arms us with the tools we need to meet customer expectations quickly and effectively," Jonvel said.

Results

BlueSafe began utilizing AirMagnet solutions in 2002 and now exclusively uses AirMagnet solutions to address customer requirements for designing, deploying and managing wireless networks.

"Fluke Networks' AirMagnet solutions allow us to deliver a class of service we feel is unmatched in the industry and it all starts in the planning stage with design and deployment. Our team relies on AirMagnet Survey and Planner to gather critical information about a customer's environment so we can lay the foundation for a wireless deployment," Jonvel said.

That includes accounting for building materials, obstructions, access point configuration and more. With AirMagnet Planner, the BlueSafe team can model a wireless network, estimate throughput at every location, and ensure the most accurate placement, configuration and quality for access points.

Once the network is deployed (or if the team is working to upgrade a network), the BlueSafe team uses AirMagnet Survey to help validate the performance of the network, including connection speed, throughput and packet information. Furthermore, AirMagnet WiFi Analyzer helps identify any performance or security issues that may arise and offers a mobile auditing and troubleshooting tool to quickly solve end-user problems.

"When evaluating a wireless network, we're never sure what problems we may encounter. The automated nature of AirMagnet tools helps us quickly identify issues and the built-in intelligence via the AirWISE engine helps our team overcome roadblocks fast. We can easily test and diagnose dozens of common wireless performance issues such as device conflicts or signal issues, or detect security threats and vulnerabilities," Jonvel said.

For organizations that require ongoing security and performance management, BlueSafe leverages AirMagnet Enterprise, the industry's leading dedicated wireless intrusion prevention systems with integrated spectrum and 802.11n analysis. It delivers complete visibility and control over a wireless network from performance monitoring to 24x7 security and remote troubleshooting.

"Our customers are often global companies looking to unify their wireless networks locally and through remote locations around the world. To accomplish this, they require solutions that enable them to eliminate costly travel and centralize the management of their wireless network through one or several key locations. AirMagnet Enterprise gives them this remote capability and the sensor technology allows them to gather performance information from the source, so they can quickly identify the root cause of performance or security issues," Jonvel said.

As a centralized system, AirMagnet Enterprise proactively protects Wi-Fi networks from all types of threats and ensures maximum network performance and uptime. It delivers full-time automated analysis of all Wi-Fi traffic, channels, devices, their connection state, and optional spectrum analysis of non-Wi-Fi devices and sources of interference. This allows BlueSafe and its customers to get to the root cause of any problem instead of just seeing the symptoms.

"AirMagnet Enterprise is more than just a security and performance monitoring system. The AirWISE engine helps guide the user to solve problems as happen, so if you're not sure what a problem means or how to solve it, the product guides you through to resolution. There is a tremendous educational element here, that is especially relevant with new customers," said Fabrice Jonvel. "In addition, the Dynamic Threat Update (DTU) capabilities of the product allow us to update the system instantly when new threats arise or create custom signatures for rules around new devices, instead of taking down the entire network to install a software update. This is a huge bonus for seamlessly managing the wireless ecosystems."

BlueSafe customers face a variety of challenges associated with wireless networks. Not only is the growth of wireless pushing organizations to deploy more broadly and deliver more applications and bandwidth to end-users, but also users are bringing more and more mobile devices onto the network. In order to meet these new demands for connectivity, organizations need to design networks with these challenges in mind and take the necessary precautions to ensure security and performance.

"Wireless expectations have changed dramatically over the last five years as more and more organizations rely on these networks to deliver critical applications and connectivity to staff, customers and partners," Jonvel said. "As new mobile devices flood the market, issues surrounding end-user connectivity continue to present new challenges for organizations. By leveraging Fluke Networks' AirMagnet solutions, BlueSafe is able to help customers address security and performance concerns and unify their mobile infrastructure to ensure the quality of services at the highest levels."

Fluke Networks
P.O. Box 777, Everett, WA USA 98206-0777

Fluke Networks operates in more than 50 countries worldwide. To find your local office contact details, go to **www.flukenetworks.com/contact**.

©2012 Fluke Corporation. All rights reserved.
Printed in U.S.A. 10/2012 4262452A D-ENG-N