Enhancing Wi-Fi Infrastructure for a US Army Program

THE CHALLENGE:

The Morale, Welfare, and Recreation (MWR) program at a US Army Installation required a modern Wi-Fi infrastructure to support its mission of providing quality-of-life services to military personnel and their families. The existing equipment needed upgrading to ensure reliability, security, and uniformity across the network.

SOLUTION:

1. **Rip and Replace:** Presidio Federal removed all existing equipment supporting the MWR Wi-Fi project and replaced it with new Cisco Meraki equipment, ensuring uniformity and compliance with End of Life/End of Service requirements.

2. **Installation:**
   - Our team installed and neatly labeled all equipment and connections, ensuring a streamlined and organized setup.
   - Removed old equipment and facilitated its decommissioning and shipment to the designated location.

3. **Monitoring and Maintenance:**
   - Installed monitoring appliances on-site to ensure continuous operational status.
   - Provided 24x7x365 proactive monitoring and management services specifically for the Meraki wireless networks.
   - Offered remote troubleshooting and incident resolution services, including handling hardware RMAs and onsite dispatch for replacements.
   - Maintained a trouble ticket database and provided monthly reports summarizing trouble ticket activity.

SOLUTION IMPLEMENTATION PROCESS:

- **Kick-Off:** Initiated with a meeting to gather stakeholder requirements and objectives.
- **Planning and Design:** Conducted workshops to gather technical requirements and site-specific details.
- **Site Survey:** Walk-through of Fort Riley to inspect spaces for Meraki solution implementation.
- **Equipment Procurement and Pre-Staging:** Acquired and provisioned equipment in the integration lab before drop-shipping to the deployment site.

- **Deployment:** Coordinated with site contacts for physical installation, ensuring proper setup and testing.
- **Closure:** Reviewed project tasks and deliverables with stakeholders and transitioned to ongoing support.

VALUE:

Presidio Federal's contributions to upgrading the US Army's Wi-Fi infrastructure ensured secure and reliable internet access for military personnel and their families. By providing modern and efficient network services, we supported the MWR program's mission of enhancing the quality of life for all members of the Army community.