# US Army MWR Wi-Fi Infrastructure Upgrade

## THE CHALLENGE:

At a US Army base a Morale, Welfare, and Recreation (MWR) program required a robust and reliable Wi-Fi infrastructure to support various activities and services for military personnel and their families. The existing equipment needed replacement to ensure compliance with end-of-life requirements and to enhance network performance.

## SOLUTION:

Presidio Federal provided comprehensive project management and engineering services to address the Wi-Fi infrastructure needs:

1.  **Rip and Replace:** Our team 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 requirements.

2.  **Installation:**
    *   Installed new equipment with uniform identification and labeling, ensuring a streamlined setup.
    *   Furnished all necessary materials, supplies, and equipment for the installation process.
    *   Facilitated the removal and decommissioning of old equipment, coordinating with the US Army personnel for proper handling and shipment.

3.  **Monitoring and Maintenance:**
    *   Installed monitoring appliances on-site to ensure continuous operational status and provided proactive monitoring and management services.
    *   Offered 24x7x365 service desk support for remote troubleshooting and incident resolution, including handling hardware RMAs.
    *   Provided access to the Cisco Meraki portal for centralized management, optimization, and monitoring of the wireless LAN system.
    *   Managed maintenance tasks, including diagnosing equipment failures, coordinating replacements, and providing help desk services for managed CPE equipment.

## SOLUTION IMPLEMENTATION PROCESS:

- **Kick-Off:** Initiated with a meeting to gather stakeholder information, objectives, and security requirements.
- **Planning and Design:** Conducted workshops to gather detailed technical requirements and site-specific details.
- **Site Survey:** Inspected the base spaces for Cisco Meraki solution implementation, generating a site survey report..
- **Equipment Procurement and Pre-Staging:** Acquired and provisioned equipment in the integration lab before deployment.
- **Deployment:** Coordinated with site contacts for physical installation, testing, and regular progress updates.
- **Closure:** Reviewed project deliverables with stakeholders and transitioned to ongoing support.



## VALUE:

By upgrading the MWR Wi-Fi infrastructure, Presidio Federal contributed to the success of the MWR program by providing secure and reliable internet access to military personnel and their families. The modernized network infrastructure enhances the quality of life for all members of the Army community on-site, supporting readiness and ensuring connectivity for various recreational and support activities.