



PROFESSIONAL

SERVICES

WLAN site survey – Predictive Remote

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General Description

A professional service providing a predictive – remote “desk based” WLAN survey for sites with or without existing wireless infrastructure. This service is booked in advance, scheduled through resource planning and coordinated by a customer interface and Westcon Comstor Project Management Office (typically a project coordinator).

Westcon Remote engineer will use high quality building plans and appropriate software to build a model of your site.

By defining the materials of floors, walls, ceilings, etc, Westcon engineer will create an accurate virtual model of the location.

The engineer will then produce a report using the software to advise the design for the Wireless infrastructure. The benefits of a predictive model WiFi survey are that it provides a quick, cost-effective and practical estimate of your site's requirements, which causes minimal disruption to your business activities. However, this type of survey cannot account for onsite nuances such as cabling paths, or local interference sources.

Service Variants / SKUs:

SKU	Material Description	Estimated Delivery Time (Excl out of hours)	Deliverables
WGPS-XXX-TE3-1DAY-REM	Remote Site Survey performed remotely by Westcon-Comstor Remote Engineer	1 day (Minimum 1 Day) Total days depending on size of area & building being surveyed	<ul style="list-style-type: none"> Remote Engineer to perform Predictive Site Survey Pre-implementation Planning Call Data Collection Analysis Reporting
WGPS-XXX-PCI-1DAY	Westcon-Comstor Project co-ordinator	1 Day (Minimum charge)	<ul style="list-style-type: none"> Project co-ordination of all deliverables Project Closure

Service Components:

Component	Description	Deliverables
Pre-implementation planning call	Call to discuss expectations, deliverables, responsibilities, and context	<ul style="list-style-type: none"> Review the details of this service description to ensure a clear understanding from both parties with respect to project goals, expectations, timelines and scheduling Review the roles and responsibilities of the Westcon-Comstor and Customer resources Identify the project managers/co-ordinators and key contacts involved with the project Review potential current wireless issues being experienced by customer Review customer's use of wireless network infrastructure and resources
Data collection	Collection and consolidation of all required and relevant data to be used for analysis	<ul style="list-style-type: none"> Collection of customers provided diagrams of site Collection of site material types (steel, concrete, lead, etc) Collection of any other relevant data such as wireless infrastructure, network diagrams and AP power output For existing WLAN networks AP locations and Vendor/Model must be provided

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Service Components continued:

Component	Description	Deliverables
Analysis	Remote analysis of received data using survey software (AirMagnet or Ekahau) by Westcon Comstor remote Engineer	<ul style="list-style-type: none">• Evaluation of design requirements for the wireless infrastructure and environment• Identification of configuration issues, code defects• Evaluation of wireless hardware, running operating system & software, failover configuration, mesh configuration (where applicable), and licensing and provisioning details• Review of wireless infrastructure performance metrics, check for potentially unusual metrics• Evaluation of the wireless infrastructure against known issues including<ul style="list-style-type: none">• Dead spots• Throughput Issues• VoIP & VoWiFi• Video Calling• Interference• Channel Overlap
Reporting	Generation and compilation of findings report based on analysis	<ul style="list-style-type: none">• Summary Description of any other relevant or notable issues
Project closure	Feedback to customer regarding the report	<ul style="list-style-type: none">• Report will be presented during the project closure call• Feedback by phone call, or if required, WebEx• Potential next steps to be discussed

Estimated Project Timeline:

Scheduling order (not contiguous)	Estimated Duration	Dependencies / Customer Responsibilities
Pre-implementation planning call	Customer dependent	<ul style="list-style-type: none">• Customer to provide a valid PO at least 1 week prior to commencement• Customer to assign a project lead and technical contact• Customer to advise of any existing issues with wireless infrastructure
Data collection	Customer dependent	<ul style="list-style-type: none">• Provision of high-quality floorplans / site diagrams• Customer to provide network schematics relevant to wireless infrastructure• Wireless infrastructure needs to be functioning and in an active state
Analysis	Minimum Half Day (0.5)	<ul style="list-style-type: none">• Dependent on the size and complexity of the customer site.
Reporting	Minimum Half Day (0.5)	<ul style="list-style-type: none">• Dependent on the amount of data collected during analysis.
Project closure	Project & Customer Dependent	<ul style="list-style-type: none">• Dependent on complexity of report findings and recommendations

Customer Responsibility

- RF application needs (voice, data, location, etc.)
- Type of facility
- Type of client devices
- Industry type
- Identify facility requirements such as:
 - a) Campus (indoor & outdoor)
 - b) Warehouse (high ceiling, high density, storage, cold storage, distribution)
 - c) Office (open plan, high density, multi room, multi floor)
 - d) Manufacturing (high ceiling, high density, hazardous)
 - e) Public Services (high density, hazardous, hotel, education facility, hospital)
 - f) Retail
- Provide digital floor plans

Pricing Methodology

Pricing is dependent upon the scope and duration of the project, calculated based on the time taken for our engineer to complete the onsite survey. The following variants: in hours / out of hours / weekend / expenses / fixed price will apply as required. Charges will apply in the event an engineer is denied remote access or given misinformation about the customer site or location & environmental variables.

Common Features / Definitions

- WLAN: Wireless Local Area Network
- PMO: Project Management Office
- AP: Access Point
- RF: Radio Frequency
- VoIP: Voice over Internet Protocol
- VoWiFi: Voice over WiFi
- Business / Working Day: Business day or working day means 09:00 hours to 17:00 hours local time Monday to Friday, excluding public holidays.

Exclusions

- This survey is void of any type of field measurement

Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at "Terms and Conditions".

In the event of a conflict with this Service Description and the Terms and Conditions, this Service Description shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.