



## GAMING

### USE CASE

# CISCO REFRESH DRIVES BETTER CUSTOMER EXPERIENCE

## OBJECTIVE:

The customer is a tribal government that is diversified in several verticals including education, healthcare and gaming. They had an aging legacy wireless network at the world's largest casino. Their overall initiative was to modernize their wired and wireless network in a way that would provide a better customer experience and would facilitate increased customer engagement. The customer partnered with Computacenter on an initiative to deploy a next-generation network that provided high density and high throughput wired and wireless connectivity with location services to better engage with their customers. This solution encompassed their entire campus consisting of gaming floors, hotels, outdoor entertainment and pool areas, RV parks and golf courses.

## SOLUTION:

Computacenter Professional Services and Deployment Services teams worked hand-in-hand with the customer's network architecture team. To determine the best overall solution and technology direction that would meet the business needs, the customer utilized Computacenter's solution sales team to perform a Wi-Fi 6 technology workshop. After the completion of the workshop, the customer also utilized Computacenter's Professional Services team to perform a comprehensive Wireless Design Assessment to determine what type of access points, antennas and network switches would be needed to achieve their business outcomes. From there, our Program Management, Professional Services and Deployment Services teams compiled an implementation plan to ensure success.

- The Computacenter Professional Services team compiled the overall wireless and wired designs and supplemented the customer's architecture team during the full implementation of a next-generation network that consisted of hardware such as C9800 series WLC, C9100 series access points, C9300 series switches, Cisco DNA Center and Spaces and a series of custom skinned (vinyl wrap) antennas and access points to match the aesthetics of each unique area throughout campus.
- The Computacenter Deployment Services team and Professional Services team assisted the with all necessary low voltage cabling and the implementation of all new network hardware.

## OUTCOME:

After a successful rollout of the new high-performance network, the customer has been enabled to increase overall client engagement and provide a much-improved customer experience during day-to-day operations and critical large entertainment events. In addition to this, the new modernized network is now allowing the customer to better support future applications built around driving more customer engagement while enjoying the casino games and amenities.