

HIGGINS GROUP

RUKUS WIRELESS LAN



BACKGROUND

Higgins Group was aware that its state-of-the-art Headquarters was being undermined by an outdated internet network - first deployed in 2005. The incumbent (CISCO) wireless system needed replacing with a more nimble, effective and modern solution that provided a superior signal strength throughout the whole building to deliver the functionality that employees and visitors expected. To resolve this issue, Higgins Group commissioned Transputec to provide a recommendation for a more compelling and effective solution.

THE CLIENT

Higgins Group is one of the UK's most successful private companies, (with a turnover of around £230m) with its operations split primarily between the New Homes and Construction Industry sectors. Higgins Group's HQ is located at Debden in Essex and is housed in a cutting edge contemporary building that it constructed itself. The Company operates largely in the South of England with a total of some 400 employees spread throughout the organisation.

BUSINESS CHALLENGE

Higgins Group's incumbent CISCO wireless IT system had been installed in 2005 but suffered from low signal strength throughout many parts of the building. Growing discontent amongst employees and visitors unable to access the services they required was coupled with high and increasing maintenance charges. The client wanted external advice on the most suitable and cost effective replacement system.

CHOOSING TRANSPUTEC

Higgins Group Services Director, Martyn Waller, had prior experience of working with Transputec and asked them for an assessment of Higgins Group's wireless network needs, along with a recommendation

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OVERVIEW

The need

Higgins Group approached Transputec for help and advice about a replacement wireless LAN for their outdated and expensive network. The company wanted a trusted recommendation and installation support for an upgrade that provide a strong signal and reduce maintenance costs.

The solution

Transputec audited the existing system, made recommendations and then worked with Higgins to implement an appropriate new wireless LAN using the Rukus system.

for a potential replacement system. Transputec's experience of helping to choose, install and set up more nimble, cost effective systems was exactly what Higgins Group was looking for.

PROCESS & RESULTS

The decision to commission Transputec took place in the summer of 2015. The first step that Transputec undertook was a thorough assessment both of the signal strength throughout the HQ estate and the needs of the current and future users of the wireless local area network (LAN).

Having considered the needs of the client and the nature of the presenting issues, Transputec then conducted a review of the systems available on the market and recommended a Rukus wireless LAN system as the most effective solution for Higgins.

Once the client had accepted the recommendation and authorised the procurement, Transputec's client team oversaw the installation of the Rukus wireless LAN, which was actually implemented in-house by the Group's own IT team. The installation was straightforward, incurring no disruption for users through a structured live testing process with selected employees before going fully live throughout the HQ estate.

The result was a new wireless LAN that provided excellent signal strength throughout the Higgins HQ estate and fully supported the functionality required of it by employees and visitors alike. The new system requires only low cost regular maintenance, rather than the expensive ad-hoc troubleshooting demanded by the old system.

RECOMMENDING TRANSPUTEC

Higgins Group's previous high opinion of Transputec has been borne out by the results of its work on their new telephone system and they plan to continue to work with Transputec on further projects going forward, with no hesitation in recommending Transputec to others.

THE FUTURE

At some time in the future, Higgins is looking to deploy the Rukus system outside of the HQ estate, in-situ at its numerous construction sites. This will allow for important tasks such as on-site snagging, health and safety and general communications issues to be undertaken more effectively.

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The benefits

- Rukus uses multiple antennas to work out the best route to a given end user device.
- This results in a strong, consistent signal with no black spots.
- Rukus provides swift, secure, coded internet for both employees and visitors separately.
- This eliminates any potential conflicts through using a shared system.
- The implementation of 'use restrictions' means the system can't be overloaded.
- Rukus provides user access controls and advanced security options.
- The wireless LAN includes the ability to support multiple SSIDs.
- Support for authentication via well-understood mechanisms such as Active Directory.
- Low, regular, maintenance costs.

QUICK FACTS

Company Name	HIGGINS GROUP
Partner chosen	TRANSPUTEC
Industry	CONSTRUCTION/NEW HOMES
Company Size	400 EMPLOYEES
Location	HQ DEBDEN

WHY TRANSPUTEC?

- We understand technology.
- We are innovators.
- We provide all you need in one place.
- We are flexible.
- We are international.
- We are established leaders.

TRANSPUTEC'S PEDIGREE

Founded in the mid 1980's, we have the trust of prestigious UK clients including the Ministry of Justice, Samsung, Danone, Camelot and Chubb Insurance.

We also have international clients including Swissport, Westpac and Mitel.

Our vertical sector experience and knowledge covers banking and finance, media, third sector, technology, retail, SMEs and health care.

From initial assessment to delivery of turnkey solutions and day-to-day customer care, our experts provide hardware, software and professional services and ensure they are a perfect fit.

We believe in **flexibility, quality, agility**. We see this simply as the ability for us to grow our services as quickly and with the speed our clients expect, whether they are enterprises or small/medium sized organisations.

We create value, by translating complex technology into convenient productised services delivered by skilled and responsive people.

Our mission is to help our customers solve their business issues with clever IT.

"Transputec have specialist expertise but it's also their 'can-do' enthusiasm that inspires confidence - we have plans to work together in the future."

*Martyn Waller
Higgins Group Services Director*



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