



## Extricom Elected: Guaranteed Performance allows Municipal Government to improve Staff Productivity

The ongoing e-Government movement continues across the globe, helping promote the use of electronic commerce technology in government operations to deliver services and information rapidly and conveniently to citizens. However, its scope has expanded to include the underlying physical infrastructures that government uses for its day-to-day operations too. Wireless LAN allows organizations to quickly extend network access beyond the wired infrastructure, giving local governments the same operational flexibility, economies of scale and efficiencies that are enjoyed by the private sector.

The Municipal Government of Atizapán de Zaragoza, located in Estado de Mexico, occupies a group of 5 office buildings with around 500 staff members. A wireless solution had been installed throughout the buildings but, as is usual with traditional RF cell-based systems, the wireless network was suffering badly from co-channel interference caused by numerous other wi-fi devices in the surrounding area, as well as ongoing coverage problems, which in turn led to a continuous drain on IT resources and was affecting staff productivity.

Raúl Benítez, IT Director of Gobierno de Atizapán, was keen to identify a better wireless solution that would not only dismiss the issues that the existing wireless infrastructure was struggling with but that would also need minimal ongoing management. The solution elected? Extricom.

### The Challenges

Government operations are always mission critical. Mr Benítez wanted to find a WLAN solution that could seamlessly support a variety of different back-end applications including databases and CRM systems. He needed to provide remote access opportunities for the staff on an 'every day of the year, 24 hours a day' basis and it was essential that the wireless infrastructure was robust, reliable and secure.

He confirms 'The main challenge was the need for a rapid deployment without interrupting everyday operations. As the wireless was to support mission-critical applications, it could not experience capacity issues or coverage gaps like we already had'.

Local Extricom installing Partner, Consultores en Seguridad en Informática, visited the site and talked Mr Benítez through the benefits of the Extricom solution,

We looked at several other vendors but they all suffered with the same co-channel interference and coverage issues. Extricom offered everything we needed – zero complexity, easy management and perfect mobility'

Raúl Benítez, IT Director  
Gobierno Municipal de  
Atizapán de Zaragoza

## Project Scope

Remove existing traditional cell-based wireless solution and replace with Extricom WLAN to provide ubiquitous coverage immune from co-channel interference

## Solution

2 x EXSW-800 WLAN Switches  
16 x EXRP-40 Access Points  
System configured to support users on 3 x a/b/g channel blankets

## Results

WLAN quickly deployed and placed into service with no issues

Seamless connectivity and mobility for users everywhere in deployment area

## Future Plans

Due to the outstanding results, the WLAN is going to be expanded to cover all 5 buildings shortly, with the new 802.11n Extricom solution, to take advantage of the additional features this new generation technology with offer.

explaining in detail the Interference-Free™ architecture that would offer simplicity of deployment and versatility for operational applications. Perhaps the most attractive element for Mr Benítez was the systems operational 'guarantee', which stems from its patented and innovative Channel Blanket™ topology. The Extricom central switch governs the communications from all APs, ensuring that no co-channel interference ever arises within the channel blanket – giving ubiquitous coverage with maximum bandwidth and mobility.

Another key deciding factor was the seamless mobility offered by Extricom, which is of particular importance when considering government security compliance legislations. Cell-based systems traditionally have problems supporting VPN for mobile users because as the client moves, it hands off from AP to AP, and the resulting handoff latency will often result in a dropped VPN connection. Not with Extricom, that offers zero handoff as clients move throughout the channel blanket.

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## Flawless Deployment

The initial deployment was to offer seamless wireless to the IT Department in a single building, covering an area of around 5,000 square feet consisting of work cubicles and office space. The installation was carried out by the experienced team from Consultores en Seguridad en Informática, overseen by Arturo Salgado, their General Director, over a period of just 3 days and the solution was immediately put into operation.



2 x EXSW-800 switches and 16 EXRP-40 access points were deployed in total and the system configured with 3 a/b/g channel blankets. Future plans for the site include roll-out of Extricom wireless across the other 4 buildings.

'The amount of IT resource we have available to us is very small and with the previous wireless system we had, it was taking up too much time to constantly manage it. Since the Extricom solution was deployed, we have had no issues at all. It's robust, reliable and most importantly, as the management is so simple, it's freed up our IT resources considerably'.