

Managed Wi-Fi

Delivering improved user performance,
administration control and security.



The explosive growth of devices such as laptops, mobiles, tablets, printers and Internet of Things (IoT) has resulted in rapid increase of demand for uninterrupted wireless connectivity. As per data provided by Global Market Insights, it is expected the Wi-Fi market will grow from \$10B USD to \$35B USD by 2027.

Organisations are typically being driven by three compelling events:

Push to move towards Wi-Fi first approach combined with software-defined capabilities.

The need to adopt next generation Wi-Fi platform such as Wi-Fi 6 and Wi-Fi 6E to enable users/devices to transmit high amount of data seamlessly.

Proactively detecting faults and need for quicker resolution times using AI/ML backend.

Common Challenges

- | | | |
|--|--|--|
| 01
Lack of in-house expertise | 02
Shrinking IT budgets | 03
No SLAs for problem resolution |
| 04
Dealing with multiple vendors | 05
Complexities of wireless networks | 06
Cost of maintaining a designated team |



Service Overview

NEC's next-generation Managed Wi-Fi service, delivered by our large team of certified experts, includes availability monitoring and management to improve user performance, administration control and security.

The service offers value-added features such as real-time location services, asset tracking, advanced analytics and reporting, AI and ML backed management backend.

Other benefits include one-stop-shop for all Wi-Fi related requirements, CAPEX or OPEX pricing options, and composability, providing customers with the flexibility to choose the features their business needs.



Features and Benefits

Improved user experience

The wireless networks are driven by AI and ML capabilities in the back-end, enabling self-healing capability to provide a superior user experience.

Reduce costs

The services are designed to be composable in nature allowing customers to pick and choose the services they need. Thus, lowering overall costs.

Leverage expertise

NEC has proven capability and reputation in network managed services. Our certified team manage leading edge technology from best-of-breed vendors.

Strong local presence

NEC has been operating in Australia since 1969. We support SMB, enterprise and government organisations and have offices and staff in almost every State and Territory across the nation.

Intelligent Wi-Fi

Modern wireless solutions can offer other features such as real-time location services, asset tracking, AI/ML backend, and a strong analytics platform that enables efficient troubleshooting of issues.

Sophisticated security

Segmenting of corporate and guest Wi-Fi networks to secure sensitive data and reduce cyber security risk.

Service delivery manager

A single point of contact and accountability to the customer. This is of great assistance in problem management, new implementations and change management.

Software assurance

Keep up to date with security patches and bug fixes.

Best practice reviews

Configuration reviews against vendor best practices and implementation of approved changes.

Designed with you in mind

NEC will work with you to understand your immediate and potential future requirements to propose a solution that is best suited to achieve your desired business outcomes.

In addition to our Essential service, we can offer complete flexibility as a result of our modular approach leveraging service-orientated design principles. We refer this to as “Service Composability.”

Managed Wi-Fi Essential Service

ITIL Compliant Service Management with SLAs

- ♀ Incident Management
- ♀ Service Request Management
- ♀ Remote Support
- ♀ Self Service Portal
- ♀ Service Level Reporting
- ♀ Availability Monitoring
- ♀ Software Support
- ♀ Backup and Restore

Standard Support Hours: Monday to Friday, 8:30–17:00 from multiple time zones in Australia

Optional Services

Service Desk	Change Management	Data & Analytics	On-Site Support
Premium Coverage Hours 24 x 7 x 365	Problem Management	Health Checks & Best Practice Reviews	Wireless Surveys
Premium SLAs	Capacity Management	Software Assurance	Rogue Access Points Reporting
Service Delivery Manager	Authentication Services	Hardware Maintenance & Replacement	Additional Services are available

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Resources and Utilities

Retail / Shopping Centres


Why NEC?


NEC's Managed Wi-Fi service gives the assurance that the wireless networks is in safe hands. NEC currently supports more than 10,000+ wireless access points across multiple customers (large enterprise and government) in Australia and we provide value services backed by certified & experienced staff.


Additionally, NEC will provide customers with the robustness of a Tier 1 provider with the flexibility and agility of a Tier 2. This in turn will complement their desire to speed up the time to market of new products and solutions.

- ✔ SLA centric service
- ✔ Cloud or on-premises management options
- ✔ Composable service model
- ✔ CAPEX and OPEX pricing model
- ✔ 24/7/365 support
- ✔ Deep and long-standing partnerships with leading vendors
- ✔ End-to-end Wi-Fi service (design, implement, upgrade and on-going support / maintenance)
- ✔ Value-added features such as real-time location services, asset tracking, facilities planning

For more information on our Managed Wi-Fi:

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