

RUCKUS® SOLUTIONS A KEY PILLAR OF COMEANDWORK'S INNOVATIVE BUSINESS MODEL

Comeandwork is a young and dynamic company that provides serviced office spaces to corporate customers. Established in 2019, it offers flexible and turnkey office solutions that include a range of additional services, such as events and entertainment, breakfasts, catering, and other amenities.



**c•me
and
w•rk**

Customer
Comeandwork

Location
Paris

Requirements

- Access points (APs) able to cope with large load peaks
- Uninterrupted, superior Wi-Fi® quality
- Sufficient bandwidth to each site
- Easy roaming management
- Interoperability with legacy equipment
- Meet service-level agreement

Solution

- RUCKUS® indoor APs
 - Series R550
 - Series R650
- RUCKUS One® AI platform

Key outcomes

- Faultless Wi-Fi connectivity
- User-friendly network environment

- Superior support
- Real-time troubleshooting
- Network visibility able to monitor the user experience
- Resilient and robust network

Contrary to the concept of coworking, whereby individual workspaces are made available within a shared office environment, these independent offices are designed for dedicated companies.

The Comeandwork customer base is mainly composed of start-ups, but it also includes a significant number of well-established enterprises from a diverse array of industry sectors like healthcare, cybersecurity and many others.

Comeandwork operates on a service provision basis, offering comprehensive support to its customers throughout the duration of the service contract.

Comeandwork's headquarters are based in Paris 16th, while its sites are mainly located in the ultra- central districts of Paris. Its team has 15 employees, working across its 35 serviced spaces, the size of which range from 100 square meters to 1,000 square meters. Approximately 2,000 people work every day in its facilities.



Wi-Fi quality as a contractual service

The 600-square-meter space was experiencing considerable difficulties regarding connectivity, with a population of 70 individuals who were constantly on the move and engaged in the use of bandwidth-intensive devices.

The existing terminals couldn't handle the bandwidth peaks and had poor roaming capabilities, leading to numerous customer complaints that were damaging the company reputation.

It was imperative that the new Wi-Fi terminals be capable of withstanding significant fluctuations in traffic volume, facilitate seamless roaming in high-traffic areas, and be constructed with robust network signal technology, given the context of their deployment in historic Haussmann-style buildings in Paris. Additionally, the solution had to be designed to integrate seamlessly with the existing equipment.

From a commercial standpoint, the provision of quality Wi-Fi is considered a contractual service offered to our customers. "It is our duty to guarantee the provision of uninterrupted, superior-quality service. In the context of our business sector,

the quality of Wi-Fi is a pivotal factor for potential customers when making their selection, thereby making it imperative for us to maintain a resilient and robust network," says Corentin Guillemet, Comeandwork experience manager.

Faultless connectivity

The rollout of the Wi-Fi to all sites was completed in five months.

The proof of concept (POC) conducted was conclusive, demonstrating that RUCKUS could effectively solve the connectivity problems that the old hardware could not.

The POC was developed concurrently with RUCKUS in the same work area. The number of issues encountered with RUCKUS was significantly lower. Moreover, the RUCKUS One interface was more straightforward to utilize and administer than the alternative. It is notably user-friendly—offering, for instance, the ability to conduct real-time troubleshooting, which enables the monitoring of user experience and network and device behavior over a specified time frame of one hour, one week or one month. It is a comprehensive solution. In the event of a connection issue at a customer site, Comeandwork can rapidly and accurately determine the source of the problem, which is frequently unrelated to the Wi-Fi infrastructure.

Approximately 200 RUCKUS indoor R550 and R650 APs can support over 2,000 devices connected by 1,000 users. The content encompasses videoconferencing, internal company tools, Aircall Softphony and other applications. Both types of APs are well suited for office environments. They have been engineered to provide enhanced capacity, optimized coverage, and superior performance in high-density settings.

"We are delighted to confirm that we made the correct decision to establish a long-term partnership with RUCKUS manufacturer and PRO IT Conseil."

Corentin Guillemet
Comeandwork experience manager



Additionally, they offer comprehensive unified management options, including cloud, on-premises physical/virtual appliances, or controller-less management.

The RUCKUS R550 uses patented BeamFlex+® adaptive antenna technology for interference mitigation and extended coverage, with peak data rates up to 1774 Mbps. The APs support four MU-MIMO spatial streams and have embedded internet of things (IoT) capabilities with onboard Bluetooth® Low Energy and Zigbee™.

The RUCKUS R650 is a converged AP for seamless integration of new wireless technologies. Its 2.5 GbE Ethernet ensures the backhaul will not be a bottleneck.

Effortless network management

The RUCKUS hardware was found to meet the desired specifications in terms of a cloud interface via RUCKUS One, namely in its simplicity of management and complete interface with high-performance APs capable of handling large peak loads while ensuring transparent roaming and a smooth Wi-Fi experience for customers.

The RUCKUS One AI engine offers a suite of tools designed to facilitate rapid network analysis and the proactive resolution of technical issues, thereby streamlining IT operations. The integration capability serves to reduce complexity and minimize downtime during the process of adopting new technology.

Our spatio-temporal view of the Wi-Fi infrastructure gives us valuable insights into the network's behavior. It also allows us to streamline the configuration and parameterization of our sites, as well as automate the onboarding process, saving us significant time and optimize space coverage.

“The RUCKUS One platform allows Comeandwork to consistently meet their service-level agreements, ensuring a high-quality Wi-Fi service for our customers”, adds Guillemet.

Making the difference through a long-term partnership

As the POC test against competitor equipment was concluded, it became clear that RUCKUS demonstrated superior performance—exhibiting excellent range and load absorption without any loss of quality. The terminals effortlessly handled the bandwidth consumption, their advanced technology ensuring seamless roaming capabilities. The transformation was palpable; where there was once frustration, now there was seamless connectivity.

Quality Wi-Fi had become the cornerstone of the company's contractual obligations to its customers—a non-negotiable element of the modern business landscape. In an era where Wi-Fi quality is not just a convenience but a decisive factor for potential clients, the company had not only addressed the issue but had set a new standard for what customers could expect.

The support and advice provided by our partner Pro IT Conseil made all the difference, as did the technical and commercial support provided by the RUCKUS manufacturer. They supported and advised us on the choice of the right solution, its integration into our environment and the proposed architecture. They were able to respond to our needs, just as the RUCKUS manufacturer did.

In terms of customer satisfaction, there has been a notable improvement. We have successfully resolved the issues raised by customers who were dissatisfied with the previous Wi-Fi infrastructure, which was not as efficient as it could have been.

We are delighted to confirm that we made the correct decision to establish a long-term partnership with RUCKUS manufacturer and PRO IT Conseil, concluded Corentin Guillemet.



Pro IT Conseil (member of the RUCKUS BIG DOGS Partner Program). Pro IT Conseil is a dynamic, responsive IT services company serving small and medium-sized businesses.

Always up to date with the latest technology and attentive to the market, we offer solutions tailored to the specific needs of our customers, within controlled timescales and costs.

Its offer is based on three areas of expertise:

- Managed services
- Security
- Mobile solutions

Their office is in Ivry-sur Seine, close to Paris.

www.pro-it-conseil.fr

RUCKUS Networks. RUCKUS Networks designs and builds truly purpose-driven network infrastructure that meets the strictest requirements of all kinds of enterprise environments. Together with our dedicated go-to-market partners, we enable customers to deliver exceptional network experiences, making RUCKUS Networks one of the most trusted brands in the business—a loyal companion ready to help get the job done, whatever it takes.

RUCKUS Networks is backed by the corporate resources of CommScope, which powers many of the world's most advanced networks.

www.ruckusnetwork.com

www.ruckusnetworks.com

Visit our website or contact your local RUCKUS representative for more information.

© 2024 CommScope, LLC. All rights reserved.

CommScope and the CommScope logo are registered trademarks of CommScope and/or its affiliates in the U.S. and other countries. For additional trademark information, see <https://www.commscope.com/trademarks>. Wi-Fi is a trademark of the Wi-Fi Alliance. Zigbee is a trademark of the Connectivity Standards Alliance. Bluetooth is a trademark of Bluetooth SIG, Inc. All product names, trademarks and registered trademarks are property of their respective owners.

CS-119375-EN (12/24)

RUCKUS[®]
COMMSCOPE