

SAN JOSÉ MINETA INTERNATIONAL AIRPORT (SJC)

RUCKUS delivers one of the fastest airport Wi-Fi networks in the U.S.



Customer

San José Mineta International Airport
(SJC)

Location

San José, CA

Key challenges:

- Meeting passenger expectations for fast and reliable Wi-Fi®
- Providing pervasive high-speed Wi-Fi in high-density indoor environment
- Ensuring comprehensive signal coverage for thousands of simultaneous users
- Delivering consistent and reliable Wi-Fi network performance

A gateway for the tech-savvy

San José Mineta International Airport (SJC) is a self-supporting enterprise owned and operated by the city of San José, and it is the Bay Area's second-busiest airport. It is located less than four miles from downtown San José in the heart of Silicon Valley, home to giant tech hubs like Apple, Google, Facebook, Cisco, and Intel.

In 2010, the airport underwent a \$1.3 billion modernization to provide a world-class facility that would meet the expectations of its tech-savvy passengers. The project included constructing a new Terminal B; renovating and transforming the existing Terminal A; adding a new consolidated rental car facility; upgrading the parking garage and airfield; expanding passenger amenities; and making access and roadway improvements.

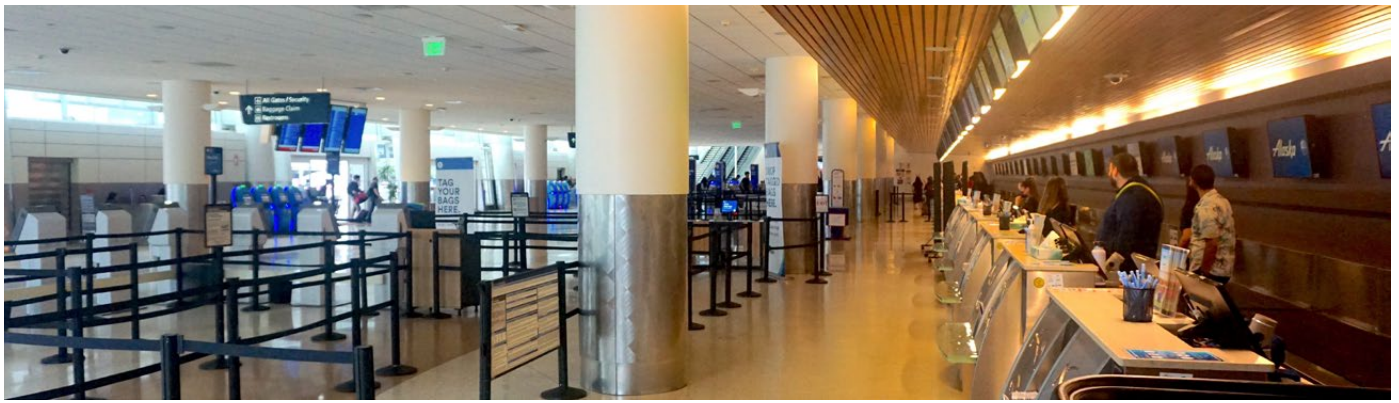
Today, SJC offers two security checkpoints, 37 gates, and an official U.S. Customs and Border Protection port of entry that supports:

- 10 international and domestic airlines
- More than 12 million passengers in 2023
- 150 average daily departures in 2023
- 40+ nonstop destinations

Surpassing passenger expectations

As part of the city of San José's effort to provide a single and free Wi-Fi network that is seamlessly accessible throughout the heavily trafficked downtown core—libraries, convention center, airport, and other public spaces—SJC faced the physical and technical challenges of bringing pervasive high-speed Wi-Fi to a high-density indoor environment where thousands of passengers need access to the Wi-Fi network simultaneously.

"People in and traveling to Silicon Valley are among the most technically sophisticated in the world, with an expectation for super-fast and highly reliable Wi-Fi," said Khaled Tawfik, CIO for San José and director of the city's IT department. "Our previous Wi-Fi network served its purpose but was based on older technology."



With the relentless proliferation of smart mobile devices and the expectations of tech-savvy travelers, SJC needed to address three key issues:

- Meeting extensive passenger Wi-Fi service demands
- Ensuring comprehensive and reliable Wi-Fi signal coverage
- Delivering consistent and reliable Wi-Fi performance

Embracing change for the better

When San José set out to replace its existing municipal Wi-Fi network and cost effectively extend coverage with free and fast access for the public and reliable performance for city services, the city and SJC signed a project charter with SmartWave Technologies to do a formal survey using RUCKUS® Wi-Fi 6 products. The goal was to provide 100Mbps/100Mbps client connectivity and to rank as a top 5 airport Wi-Fi experience.

RUCKUS provides the airport with benefits that include:

- Enhanced signal strength, with BeamFlex+® smart, directional antennas that dynamically focus Wi-Fi signals where needed
- Improved performance by

automatically adjusting cell size and focusing signals away from sources of interference

- Up to a four-fold increase in speed and range, requiring fewer APs to provide coverage and capacity
- Real-time signal and usage data analytics for Wi-Fi network health monitoring, reporting, and baseline metrics

Deploying with ease and manageability

Through a partnership with SmartWave Technologies, SJC set out to improve capacity and coverage throughout all passenger terminals. They deployed RUCKUS indoor Wi-Fi 6 APs with 12 spatial streams to optimize multi-gigabit performance and connect more devices simultaneously. RUCKUS outdoor APs designed with IP-67 weatherproofing to withstand the elements provide curbside outdoor coverage and a seamless Wi-Fi experience for travelers moving from the airport to the downtown core.



Essential to the success of SJC's Wi-Fi is the public/private partnership between San José, RUCKUS Networks, and leading wireless integrator SmartWave Technologies. As a four-time Partner of the Year Award Winner with RUCKUS, SmartWave knew how to best deploy the RUCKUS solution for optimum capacity and coverage in a high-density airport environment.



The airport's wireless network consists of the following:

- 189 RUCKUS Wi-Fi 6 indoor and outdoor APs
- RUCKUS SmartZone™ controller deployed at the San José Data Center for managing all APs

Ranking above the rest

Based on independent third-party testing SJC boasts one of the best Wi-Fi speeds among airports nationwide, reflecting its commitment to delivering top-tier connectivity to its visitors. Due to the Wi-Fi network upgrade and other improvements, SJC has been recognized as the Best Midsize Airport in the United States, according to the Wall Street Journal. "San José is competing with San Francisco and Oakland for airport passengers, and Wi-Fi connection speed contributes to a better passenger experience," says Walter Orell, SmartWave Technologies EVP Engineering. "We're proud that we were able to deliver a solution that has allowed them to come out on top."



“RUCKUS brought to the table unique technology specifically designed to deal with our issues,” said city CIO Khaled Tawfik. “With the updated Wi-Fi network, customers are experiencing dramatically faster speeds that, for most people, are better than what they have at home.”

About RUCKUS Networks

RUCKUS Networks builds and delivers purpose-driven networks that perform in the demanding environments of the industries we serve. Together with our network of trusted go-to-market partners, we empower our customers to deliver exceptional experiences to the guests, students, residents, citizens and employees who count on them.

www.ruckusnetworks.com

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

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