



# WEST POINT ARMY ATHLETICS CASE STUDY



## Problem:

- The Army Athletics team needed help with aged wireless and switch network.

## Solution:

- ID Technologies was brought in by Ruckus as partner support to Sharp USA for this refresh.
- ID Technologies was able to bring expertise in product as well as design and implementation.
- Ultimately, the end-user got a rock-solid network that started showing results from day 1 of operation.

## Challenge.

The Army Athletics team needed help with aged wireless and switch network. The wireless never worked well, and the switch network was primarily unmanaged switches cobbled together over the years.

## Our Approach.

ID Technologies was brought in by Ruckus as partner support to Sharp USA for this refresh.

Sharp USA had never attempted a project of this size nor with the Ruckus products. Jim Rousseau, Wireless Network Architect at ID Technologies, was brought in as the subject matter expert, even before being hired at ID Technologies. Rousseau designed and configured the network to support the Army Athletics staff, guests and game day operations.

## Solution.

Thorough discovery was key to success. We spent a lot of time understanding the current environment to properly plan and implement a comparable design while making architectural improvements. As an example, we re-architected the video surveillance to follow industry best



practices, making future management of those services much easier to manage and maintain. We also performed sample RF surveys to better understand how the Ruckus equipment would work in the Army Athletics environment.

## **Result.**

As a result, we were able to meet all of the customer's goals and expectations.

Our customer, Sharp USA, does not do wireless and had never used Ruckus switching prior to this project. By partnering with us, ID Technologies was able to bring expertise in product as well as design and implementation. This enabled Sharp USA to pursue this project where otherwise they may not have.

Ultimately, the end-user got a rock-solid network that started showing results from day 1 of operation. Before, the principal, Nick Degennaro, would spend endless hours helping people get onto the network and deal with disparate outages in preparing for an event such as the Army Navy game. With the help of ID Technologies and Ruckus, this year it worked smoothly, and Army won the day and the game.

