

MICROSOFT

CASE STUDY





OVERVIEW

Microsoft, world's leading software company, operates large campus in Hyderabad that employs over 6,500 employees. It is one of the largest software development centers outside of its headquarters in Redmond, Washington. The center is located in heart of the city's business district. Microsoft operates a fleet of buses to transport its employees from various regions in Hyderabad.



REQUIREMENTS

Microsoft wanted to offer Internet services to its employees when they are traveling to and fro from their homes to office. Given that average commute in Hyderabad was around 1 hour, a lot of time was wasted during the commute. By offering a reliable WiFi connectivity on its buses, Microsoft wanted its employees to get the work started while they travel to work. Microsoft also wanted to control access to the WiFi network and bring the network under its IT policies.



HOW WE HELPED

Wifi-soft offered its dual-SIM 4G router along with Cloud NMS solution that offered reliable and fast connectivity on the buses

- ▶ Offered Dual-SIM 4G Router
- ▶ Active-Active Configuration
- ▶ Designed for rough vehicular conditions
- ▶ Built-in Power Protection
- ▶ Central Cloud NMS for router management
- ▶ Controlled access for employees
- ▶ Tracking of user access and usage
- ▶ Controlling bandwidth speed for each employee
- ▶ Plug-n-Play Setup
- ▶ Attractive Captive Portal
- ▶ Microsoft AD integration
- ▶ Automatic Failover & Load Balancing
- ▶ Rugged, Weather-proof enclosure
- ▶ Capable of handling 50+ concurrent users

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Microsoft installed an automatic system where visitors were given WiFi access after authentication by the person they came to meet at their office.

A scalable and reliable mobile hotspot solution that enabled Microsoft employees remain connected to corporate networks while commuting to work.

Microsoft, world's leading software company, wanted to increase its employee productivity and reduce the wastage of time during office commute. It was found that Microsoft employees spent around 1.5 to 2 hours on an average every day commuting to work. As a result, a lot of productive time of employees was lost. Many employees were unable to respond to customer emails on time or chat/talk with the international customers and missed important meetings. Microsoft decided to offer a secure and reliable WiFi Internet service on its buses to tackle this issue. Since regular wired connectivity is not possible in vehicles, the only option available was to use 4G/LTE backhaul.



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However, Microsoft team realized that a single 4G connection was not adequate to cater to 40+ passengers in the buses. They need a solution that would allow at least two 4G connections working in active-active configuration.

Microsoft engaged Airtel Business Division to come up with a solution for the problem. Airtel had good 4G network across Hyderabad and offered upwards of 10 Mbps Internet speed on a single 4G connection. By bonding two 4G connections, it was possible to offer 18-20 Mbps browsing speed in good connectivity conditions. Airtel wanted a vendor who would provide them a robust and reliable 4G router that supported two SIMs and allowed aggregation of bandwidth.

Airtel reached out to Wifisoft and requested to offer a solution that would fit Microsoft's requirements. Wifisoft has been a pioneer in building mobile WiFi solutions and offered range of 4G routers along with the management software. Wifisoft offered its MobiMax UM-720AC solution to Airtel and requested them deploy the solution for one of the trial runs along with 2 Airtel SIM cards.

Accordingly, Wifisoft built two UM-720AC units with Airtel SIMs and shipped them to Microsoft for trial deployments. The units were deployed on the buses for over a month to test the network coverage, 4G connectivity and reliability of the 4G routers. Additionally, Microsoft IT team also checked the performance of the WiFi router and user experience. After one month of rigorous testing, the 4G router was found matching all the Microsoft requirements and was able to handle the harsh conditions of Indian roads. Satisfied with the results, Microsoft decided to expand the solution to all its fleet of 35 buses.

RESULTS

Once the solution was deployed on all the buses, Microsoft employees were able to easily connect to their corporate network and get some of the office work done easily. The productivity of the employees increased. The employees were able to answer emails, chat with clients, access internal systems and perform all the functions they carried out in their offices. One month after launching the service, Microsoft conducted a survey of the employees using the Bus WiFi and found very encouraging results. The employee satisfaction had improved and employees felt that they could start their working hours early so they could return home on time.



UM- 720 AC
Access Point

Excerpt

<https://en.wikipedia.org/wiki/Microsoft>

📍 Wifi-soft LLC
815-A Brazos St, Suite 326
Austin, Texas - 78701 U.S.A

☎ +91 (20) 3018 5500

✉ sales@wifi-soft.com

📍 Wifisoft Global FZE
P.O.Box - 120360,
Sharjah, UAE

☎ +971 555310434

✉ sales@wifi-soft.com

📍 Wifi-soft Solutions Pvt. Ltd.
C-410, Teerth Technospace
IT Park, Baner, Pune - 411045,

☎ +91 (20) 6715 7373

✉ sales@wifi-soft.com