

# Alcatel-Lucent OmniAccess Stellar WLAN Specific Deployment Assistance

## Benefit from vendor integration expertise

The Alcatel-Lucent OmniAccess® Stellar WLAN is a best-in-class Wi-Fi, future-proof solution, with a superior user experience, including IoT onboarding, and innovative services enablement to provide new revenue streams. It also offers operational simplicity, with flexible deployment models that adapt to customers' financial requirements, and it optimises existing IT resources.



Alcatel-Lucent OmniAccess Stellar WLAN Specific Deployment Assistance lets Business Partners feel confident implementing their first project with Voice over Wi-Fi, or Video on Demand, in special locations such as warehouses or industrial sites, or outdoor configurations such as sports venues or leisure parks.

Partners benefit from Alcatel-Lucent Enterprise Professional Services experience and expertise to acquire the skills they need to succeed, including project preparation, coaching, and deployment assistance.

Customers benefit from a complete turn-key solution, as well as vendor engagement to ensure the highest performance and optimisation, including deployment assistance.

### **Datasheet**

Alcatel-Lucent OmniAccess Stellar WLAN Specific Deployment Assistance

## Business Partner benefits

### Securing a deal

- Vendor expertise, by your side, to secure deployment projects while improving implementation speed and reducing risks
- Complete "on-shelf" assistance at a predictable price
- ALE assistance to create Technical Support services requests and ensure quick resolution

### Resources empowerment

- Increase your experts' skills to enable autonomy
- Obtain official ALE expert certification and grant Technical Support access for the solution

### Methodology and experience sharing

- Ensure successful deployment through preparation, coaching, and assistance, provided by an ALE expert

## Customer benefits

### Performance

- Get the highest solution performance with ALE Professional Services' methodology, expertise, and experience

### Optimisation

- Optimise the solution to adapt to your environment, configuration, and best practices, to maximise your ROI and increase adoption by end-users

### Complete turnkey solution

- Get a complete turn-key solution with ALE assistance services included, to simplify and optimise deployment

## Key features

### Project preparation

- Project discovery kick-off meeting to define methodology and action plan, identify prerequisites and necessary data, and help collect information
- Project analysis focussing on data collection and first recommendations presentation
- Wi-Fi predictive survey to define the access points map and high-level implementation plan
- Staging assistance before deployment (if necessary)

### Coaching, deployment assistance, Wi-Fi survey on-site

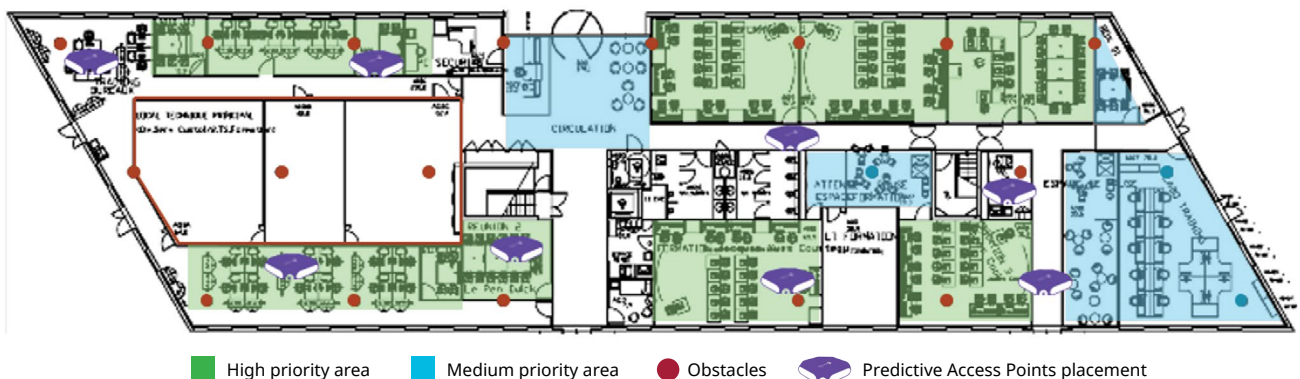
- Coaching to identify relevant documentation, explain configuration procedures and theoretical topics
- Remote assistance during access points deployment and configuration: Explanation of the methodology, the use of the configuration interfaces, as well as best practices and experience sharing

- Wi-Fi Survey on-site performed by the ALE Expert using ALE Wi-Fi Survey tools (software and hardware)
- Proactive troubleshooting to provide a first-level resolution and help Partner experts execute a Technical Support service request, when necessary, allowing quick issue resolution and bug fix

### Training and certification

- The Post Sales online course, **DT00WTE278 - OmniAccess Stellar WLAN Advanced Troubleshooting**, is part of the service. This course enables participants to ensure advanced troubleshooting of the OmniAccess Stellar WLAN Enterprise solution, as well as describe and implement the latest software features. It is available to two Business Partner expert(s) allocated to the project. Experts can then practice the acquired knowledge during the project deployment.
- Once deployment is complete two slot are provided for the expert(s) certification. The **ACSE Stellar WLAN Enterprise** online certification validates the expert(s) skills and knowledge acquired during the project and provides them access to Technical Support for this solution.

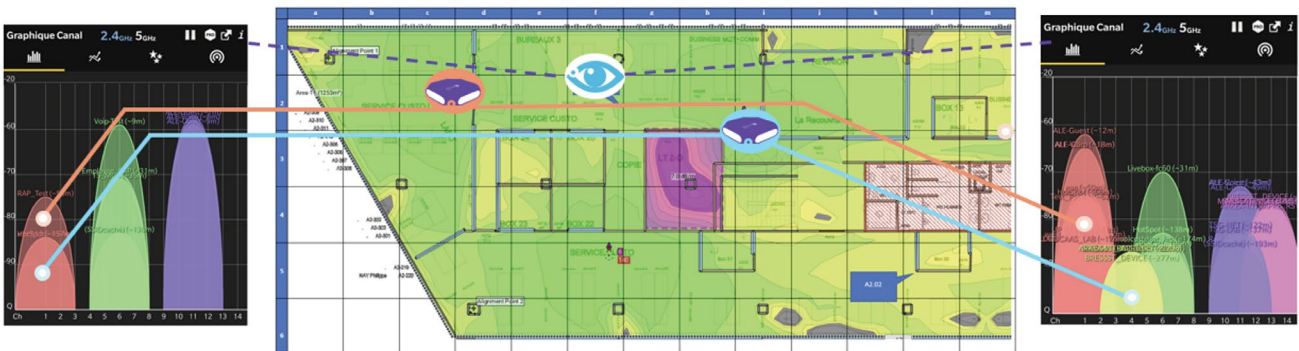
Figure 1. Prediction of the access points placement on the floor plan



- Predictive analysis made on plan with the information provided by the data collection
- Preparation before the predictive survey using dedicated tools (for example, Ekahau Pro®)

## Datasheet

Figure 2. Access points placement: RF interferences (Ekahau Pro and Android Wi-Fi Analyser)



- Co-channel interference (left): Loss of throughput > Change AP channel
- Adjacent channel interference (right): Packets loss and corrupted data > Change AP channel

| Key features                               | Benefits   |
|--|--|
| Integrated online Post-Sales Training      | Provides experts with the right knowledge before starting the project  |
| Project discovery                          | Prerequisites, methodology, action plan defined, assistance with data collection                                       |
| Data analysis                              | First recommendations provided based on data collection  |
| Wi-Fi predictive survey                    | Estimation of the coverage area and prepositioning of the access points on map   |
| Off-site staging assistance                | If necessary, ALE assistance with tests definition for testing certain features in a laboratory prior to deployment    |
| Coaching                                   | Experts trained on the job by ALE expert. Best practices and reference documents sharing                               |
| Wi-Fi Survey on-site                       | Validate and optimise the access points placement. Done by the ALE expert using ALE Wi-Fi Survey tools                 |
| Deployment assistance                      | Help with methodology, expertise, and experience sharing during the deployment phase                                   |
| Integrated online Post-Sales Certification | Experts are certified on the solution at the end of the process, enabling access to Technical Support for the solution |

## Key options

- The Wi-Fi Survey included in the service is limited to a certain surface coverage and number of access points to deploy (for example: 10 APs/day for a project of approximately 20 Aps, and a surface of 6000 m2). If the project is larger additional ALE assistance can be requested using a quote request, or by using additional PAER days left on the account, if any.
- The service is delivered partly remotely. For full on-site assistance, please request a quote

## Technical specifications

### Prerequisites

- Your expert(s) assigned to the project must be ACFE certified, at a minimum, on the OmniAccess Stellar WLAN Enterprise latest release(s), as a basic prerequisite prior to the project start-ups
- The partner expert should have deployed an OmniAccess Stellar WLAN at least once in Office configuration
- The solution High-Level Design (HLD) must be done prior to subscribing to this service

### Services and support

- This service is based on delivery over a five-day period
- Worldwide availability

### Pricing and Ordering

- This service must be ordered using eBay part number **PS-PAER-5-NET**
- Alcatel-Lucent Enterprise Professional Services can provide an additional quote for service options

## Contact us

For more information about this solution, please initiate a request on the ALE [MyPortal](#) website:

**Welcome Page >QUICK ACCESS >[Professional Services Offer request.](#)**