HIGH PERFORMANCE WI-FI NETWORK

Bissinger's Handcrafted Chocolatier Selects Bluesocket vWLAN

Bissinger's Handcrafted Chocolatier has a long-standing legacy in crafting high-quality confections that dates back to 17th Century France. In crafting the high-quality confections, Bissinger's sources ingredients with social and environmental sustainability. For over 350 years it has been the Bissinger family's singular passion and privilege to craft the finest confections in the world. Our small batch recipes are still crafted in copper kettles and stirred by hand. Our goal has never been to be the biggest artisan chocolatier in the world, only the finest. We create our distinctive chocolates based on timeless technique and new discoveries.

The Challenge

Bissinger's Handcrafted Chocolatier needed a wireless network to support its new corporate headquarters and growing business operations with robust performance.

The Solution

Bissinger's Handcrafted Chocolatier deployed 49 ADTRAN Bluesocket Access Points along with 15 NetVanta PoE switches. This solution provides ubiquitous coverage throughout its entire facility including office space, manufacturing and event space.

Benefits

- A high-performance Wi-Fi solution that is easy to control and manage

- Greater staff productivity and mobility enabling the company to attract new business

- Event spaces are more attractive to local event planners because of the reliable Wi-Fi network

HIGH-PERFORMANCE WI-FI

Next Generation Wireless

When Bissinger's outgrew its headquarters facility in St. Louis, Missouri, the IT staff jumped at the opportunity to build a high-performance wireless network at its new location that would support critical business applications and easily scale to meet future demands.

"Our previous building was 40,000 square feet with a Wi-Fi system that consisted of just three APs. The wireless was kind of a joke. When we moved into our new facility, strong Wi-Fi was the main IT objective," said Jim Lowry, director of facilities and information technology at Bissinger's Handcrafted Chocolatier.

In addition to hosting its storefront, business offices and manufacturing operations, Bissinger's new location also features chic event spaces that attract weddings, corporate events and other parties from around the country. So, the company needed to plan for capacity spikes to ensure its guests and clients were always supported with reliable, bandwidth-rich wireless connectivity.

As the IT team set out to select the right solution for its network, they knew they wanted a solution that was easy to use and maintain. "I wanted a system that didn't take a genius to operate, but still provided high-performance. I wear many hats and, while we outsource most of our IT support to a third-party, I need to be able to easily dictate what the network is doing and what changes might be needed," Lowry added.

The Perfect Solution

Assigned to the task of creating a robust and reliable wireless network, Bissinger's IT team worked with Windstream to determine the best wireless solution to meet its needs and, as a result, chose the ADTRAN Bluesocket virtual WLAN (vWLAN®) solution.

Choosing ADTRAN was an easy decision because Bissinger's uses ADTRAN solutions throughout its entire network, including the NetVanta® 1234P and 1238P Power over Ethernet (PoE) switches. "By having an all-ADTRAN system, we're guaranteed that the platforms are tested and proven to work with each other, which ensures greater performance. I have learned it is best to pick one vendor that can provide everything I need so there are no issues," Lowry added.

The ADTRAN Bluesocket vWLAN solution is simple yet powerful: simple in that it is intuitive, easy to learn, setup and use, and powerful with unmatched visibility, security, reliability, scalability and performance. A cloud-based approach allows IT to manage and control the APs on Bissinger's network from any Internet connection. This cloud management gives the IT team the ability to more easily ensure consistent policy management and seamless mobility across the network, as well as the freedom to migrate among a variety of deployment options.

Bissinger's new headquarters is located in a 105-year-old national historic building, which comes with a number of architectural challenges including brick and concrete walls, 18-inch concrete floors, steel reinforced flooring and walls and 28-foot ceilings. To address these issues, ADTRAN performed an on-site survey to determine the optimal placement for APs to achieve the best coverage.

"It was a very quick and smooth deployment, which is impressive because the age of our building makes it hard to navigate. They did a phenomenal job at assessing the environment and laying out all the APs so we would have reliable coverage," Lowry said.

Simplifying Wireless Management

The ADTRAN Bluesocket vWLAN solution met Bissinger's requirements for a powerful, yet maintainable Wi-Fi network. Today, nearly all of Bissinger's business applications run on the wireless network, including e-mail, scanners, printers, a critical Enterprise Resource Planning (ERP) system and remote stations on the production floor that enable supervisors to enter, track and close jobs. "Having everything on Wi-Fi keeps us mobile and absolutely makes us more efficient," said Lowry.

Even when trying to manage an influx of wireless devices, the intelligent ADTRAN Bluesocket vWLAN solution presents the IT team with the information needed to proactively address potential issues, reducing the time spent monitoring the network.

The company's event spaces are also more attractive to local event planners because of the reliable, capacity-rich Wi-Fi network that Bissinger's can now offer. The venue brings in additional revenue for Bissinger's because it now hosts events for a wide range of businesses and occasions, and the wireless network performs perfectly.

"A large software development company approached us about an event for 350 people, but they had strict wireless support requirements. The group needed to be able to wirelessly stream presentation content and the audience needed to use their wireless devices to work and submit questions in real-time during sessions. We won that business because of our ADTRAN Wi-Fi network," Lowry said.

Bissinger's now has the confidence to support any wireless device or system that it may want to incorporate into offices, event space or tours. For example, the company is looking into incorporating educational kiosks on facility tour routes to create an interactive experience with guests.

"I operate by a 'keep it simple' principal and that is how our wireless network works now. Our system meets all of our criteria and is trouble-free," Lowry said.

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