

Siam Piwat Company Limited

Introduction

This case study of Siampiwat Company Limited is based on a July 2018 survey of Cisco Wireless customers by TechValidate, a 3rd-party research service.



“With Cisco wireless solution, we can help ensure customer satisfaction and ease of use. Cisco wireless solution enables technology innovation in our company.”

I would recommend Cisco wireless solution because Cisco always provides excellent service delivery & total solution to me, a network that can deliver securely and reliably, over virtually any network media."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Cisco Wireless:

- Report the following as their biggest IT challenges:
 - Limited staff
 - Network downtime/outages
 - Security breaches
- IT priorities that drove their wireless network update:
 - Providing innovative Wi-Fi services (location-based services, guest access, etc)
 - Connecting IoT devices
- Chose Cisco Wireless solutions over competitors because of its:
 - Integration with other Cisco products and technologies
 - High performance, even in high-density environments
 - Security and interference detection
 - Improved Apple mobile device support

Use Case

The key features and functionalities of Cisco Wireless that the surveyed company uses:

- Uses Cisco Wireless solutions to connect:
 - Guests
 - Customers
 - Employees
 - IoT devices (sensors, wireless video)
 - Collaboration devices

Results

The surveyed company achieved the following results with Cisco Wireless:

- Rated Cisco Wireless's capabilities when compared to other vendors:
 - Ease of use: Differentiated
 - Reliability: Highly differentiated
 - Performance: Highly differentiated
 - Features: Highly differentiated
 - Scalability: Differentiated
- Did the following for their wireless deployment:
 - Conducted predictive site survey using apps
 - Conducted physical onsite site survey
 - Assessed the impact of wireless on wired infrastructure
- Saw the following benefits after using their Cisco Wireless solution:
 - Improved user experience
 - Grew their business
 - Integrated their digitization plan
 - Made their IT staff more efficient
 - Saved money over time
 - Provided support for a high density of users

Company Profile

Company:
Siampiwat Company Limited

Company Size:
Medium Enterprise

Industry:
Retail

About Cisco Wireless

Cisco Services for wireless and mobility deliver unmatched expertise, wireless insights, industry leading best practices, and innovative automation tools to accelerate digital transformation – a true game changer.

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