



Company: Venture-X Plano
Industry: Real Estate
Location: Plano, Texas

Facilitating Network Transformation at a Growing Coworking Space

Venture-X operates a nationwide chain of coworking space offering private, professional office spaces available for lease on flexible terms. Its location in Plano, TX is in a modern 14-story glass tower offering more than 25,000 square feet with 15-foot floor-to-ceiling windows. The facility includes a café, high-tech meeting rooms, and lounge area and outdoor terrace.

The Problem

Ownership at the Venture-X Plano location had been bogged down with resolving technology problems that were negatively impacting tenants and other parts of the operation. These problems ranged from simply connecting a tenant to a printer to troubleshooting local area network (LAN) and wireless area network (WAN) connectivity issues. On several occasions, current and prospective tenants also requested additional technical configuration and options that the space couldn't service, which led to disgruntled tenants and loss of business.

Ownership decided that it was time to find a new MSP when its contract expired, with a focus on technology infrastructure that could be remotely managed, improved tenant experience with technology-driven business capabilities that work and are easily accessible, and a reduction in cost by 1/3 or better.

The Solution

Cyberlocke performed a network optimization and transformation of the VX-Plano network. The initial assessment concluded that no additional hardware or software would be required to complete the project. We could simplify the technology stack by removing several hardware appliances and excessive network cabling.

We replaced the three (3) underperforming ISP circuits with two (2) AT&T and Astound symmetrical one (1) gig fiber circuits. These circuits are load-balanced, meaning both circuits are active. This serves as failover and provides better network performance, thus improving the tenant experience.

Improved Reliability

A high-priority goal of the implementation was to improve the reliability and speed of the wireless network. To achieve this, we reintroduced the Ruckus 1200 wireless access controller. The Ruckus 1200 is optimized to work with the Ruckus R710 access points. The firmware was updated on both devices and configured through the Ruckus admin panel. The controller was connected directly through the Cisco core switches. During the peak times, we consistently get download speeds of 500-600 Mbps and upload speeds equal to or better.

During the implementation, we enhanced the VX Plano security profile by leveraging the built-in Wi-Fi capabilities of the Ruckus 1200 by creating individual SSIDs and passwords for each tenant (company). This tenant is to see only PCs, printers, and other network devices for their respective organizations while at the same time blocking the visibility of those devices by other tenants. With data and PII security being paramount, this is a highly marketable and desired capability from a sales perspective.

Reduced Support Need

A second goal was to simplify the network making the services readily available to the end-user without needing technical support. To achieve this goal, we removed the requirement to manually activate switch ports each time a new tenant was onboarded or an existing tenant added or changed offices. Additionally, all core services were placed on a single VLA N or network. This ensures they can be accessed regardless of what office or conference a tenant is using. This also improved the network performance by reducing the number of internal routes or hops information needed to travel.

Operational Cost Reduction

We were able to reduce the franchisee's monthly infrastructure costs from an estimated \$5K monthly to less than \$2K. These are hard dollar savings totaling \$35k - \$36K annually. Over the life of the contract, that is more than \$100k in savings.

About Cyberlocke

Cyberlocke is a comprehensive, full-service IT services provider that architects and implements efficient and secure solutions for enterprise customers and their data centers. We specialize in security, cloud, managed services, and infrastructure consulting. Our goal is to drive productivity, increase security, improve operations, and ultimately drive business value to the data center.

Security: The solutions architects at Cyberlocke have been securing enterprise infrastructures for decades. Combining forward-thinking leadership, strong partnerships with cybersecurity solutions vendors, and our expert network technicians, we defend digital assets while keeping customers aligned with business goals.

Cloud: Cyberlocke offers a complete suite of cloud services. Combining forward-thinking leadership, strong partnerships with leading cloud service providers, and a top-notch team of seasoned architects, we deliver solutions that ensure customers reap the benefits of cloud computing.

Managed Services: Managed Solutions that Work Together to Improve the Productivity and Performance of Your Business.

Infrastructure: IT infrastructures require substantial investments that often negatively affect cash flow and fail to deliver a good ROI. Although public clouds offer huge CAPEX savings, not everyone wants to go that route. Those who do rarely ever go all in, choosing to keep sensitive business processes on-premise.