Case Study

Meraki

HOME NETWORKING: SIMPLE & RELIABLE

Home is the place where people want to feel the most at ease and secure. Residential networks should reflect and fulfill this hope. While there are mass market router options that manage home networks somewhat sufficiently, high-end residential homes often need much more. The need for both enterprise-level protection and the ability to manage many complex home technologies is often the reality.

A BIG HOUSE WITH A BIG ISSUE

Brent Godshaw and his 11,000-square-foot home were in need of a reliable network that surpassed his current network capabilities. While his network was fast, over the years it had become a jumble of different things, such as routers, switches, etc. This resulted in a terrible overall signal quality that could not travel through walls efficiently or provide reliable service for the most commonly used home network services, including audio and video streaming.

Brent, owner and CEO of several companies, had the original plan of using a business class IT network team from one of his own businesses. While their network appeared to be satisfactory, some things were missing. Brent needed to be introduced to a network that could cover his whole property with the speed and security often found in the enterprise business arena.

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ENTERPRISE NETWORK AND PEACE OF MIND

Profound Technologies had the right solution for Brent: Cisco Meraki Enterprise Networks. Brent came across this opportunity when he reached out to Crestron to update the programming for his system. Crestron sent him to Profound where he found not just an answer to his home automation needs but the solution to his networking frustrations as well. When it came down to the final decision between his own team and Profound, he saw that this enterprise system that Profound deploys was a reliable source of greater bandwidth and security. Plus, Profound could extend the service offering to include both the network and the home technologies. Brent comments: "It just made sense to use Profound for both. My network and home technologies are now managed by one company."

Cisco's Meraki systems are complex with multiple pieces, but Profound's team engineers the network to ensure it fits the exact needs of the customer's specific home environment. The routers, switches, firewall, and access points perform the function of connecting and securing everything (both wired and wireless)

throughout the home. Profound's Account Executive Jeff Kaufman explains how they set up this network for Brent and many residential customers like him: "Our team determines how many access points are needed based off of the structural attributes of the home. We plan it out to create the fastest and strongest network for each home, emphasizing the importance of internet security. "Not only did the security and speed offered by this Enterprise Network stand out to Brent, but so did the user experience for the full technology system offered by Profound. Jeff says that "the user interface is so important since it is the simple way customers are able to interact with a complex technology they don't fully understand."

PLEASED WITH THE PRESENT AND LOOKING TO THE FUTURE

Brent loved how Profound's interface was easy to use as well as tailored to his specific needs and preferences. He also

voiced his happiness with Profound's team: "I loved how responsive everyone was. Issues were fixed very quickly, due to the reliability of the system and the efficiency of the team."

Jeff agrees that both the network and responsiveness are important at Profound: "Our guys would get automatic email notifications from the system about any issues and could fix them before our customers even knew they were there. This lowered any potential frustration that Brent could have with the network. Once this network is set, it is pretty self-sufficient and fixes issues and performs updates without disturbing the user."

Brent's excitement with Profound's work and his reliable new network does not end within the walls of his home. He is wanting to bring us onboard for commercial projects, recognizing the need for a stronger network and an intuitive user experience for his companies as well. He has already begun recommending Profound Technologies to other homeowners and enterprise-level businesses, knowing that others should also benefit from this maximum security network.