



## ARRIS Wi-Fi™ / Wired Networking Solutions Serving Multi-Dwelling Unit Property Owners

Apartments, mixed-use complexes and other multi-dwelling units (MDUs) pose unique challenges for Service Providers offering wired and wireless networking given their shared infrastructure, common areas and private residences within them. Both residents and owners of MDU properties consider Wi-Fi and wired broadband connections – at no less than 10 Mbps to 50 Mbps per device - must-have amenities - as important as traditional utilities.

### **The Challenge: Providing a turn-key MDU networking service for a leading Service Provider**

When a major Service Provider needed a comprehensive solution for MDU property owners, it came to ARRIS for a turn-key system that could deliver high-performance bulk connectivity under the Service Provider's brand. The solution had to be capable of covering any mix of living units, common areas and shared spaces, no matter the property size and configuration.

### **The ARRIS Solution: A comprehensive, ready-to-deploy suite of products and services**

To give the Service Provider a highly competitive solution ready for tenants on day one of occupancy, ARRIS delivered a comprehensive, ready-to-go suite of products and services. The solution included onsite hardware that could be quickly deployed, along with tier 1 support for individual tenants and proactive NOC support with critical notifications to property owners.

### **The ARRIS Advantage: An unmatched ability to problem solve and simplify**

Few others were equipped to match the pricing, scope, services and technology that ARRIS was able to provide. Our Ruckus access points are best

### **Benefits for Service Providers**

- Comprehensive turn-key MDU system
- High performance Internet access everywhere
- White label solution
- ARRIS data center hosting and support

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in class, and the shared SSID approach eliminates the large airtime overhead typical of other dense wireless environments.

For this Service Provider, ARRIS bundled all the required hardware, software and service components into one coordinated package. This meant the Service Provider could focus on selling its service to the property while we managed deployment and provisioning and provided support for the new solution.

**The ARRIS solution includes:**

- Surveying each property and creating a quote
- Designing, installing, testing and turning up the new services
- Hosting back office tasks at an ARRIS data center, including monitoring and proactive management, with a 99.9% uptime guarantee
- Customizing portals to support the Service Provider's brand
- Delivering performance in uptime, call handle time and mean time to repair that sets the Service Provider apart from other networking options

**The Result: Residents get rich connectivity right away, while the Service Provider gets a competitive advantage and a stronger brand**

By combining survey, design, equipment, testing and managed services in one comprehensive solution, ARRIS allowed the Service Provider to instantly offer a world-class connectivity package to MDU property owners, regardless of property configuration and size. Going forward, the Service Provider can custom-match capabilities to any MDU's needs so residents get the network performance and connectivity options they expect. Tenants do not have to configure equipment setup, but can easily access files on their computers, communicate with printers and manage their streaming media devices and smart home appliances in a way that feels like having a personal residential router.

To learn more about how ARRIS enables Service Providers to optimize Wi-Fi for the MDU market and others, please visit [arris.com/solutions/carrier-grade-wi-fi/](http://arris.com/solutions/carrier-grade-wi-fi/)

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