

WHO: Sykes Global Services

WHERE: UK

WHY: Deliver wireless mobility  
and secure seamless  
roaming

**REACT**  
technologies

## *case study*

**SYKES**

*Maximising efficiency and profitability are SYKES main objectives and following these values REACT delivered the ideal solution meeting all the requirements and exceeding their expectations ...*

### *Company Overview...*

Sykes Enterprises Inc. is a family of global companies delivering business process outsourcing services. The SYKES brand represents the benchmark in customer service.

The top companies in the world rely on SYKES to care for their most valued resource – their customers. Whether taking care of a credit card customer in Denver, a health care patient in Toronto, or a utility customer in Budapest, SYKES clients have the confidence of knowing that they bring full depth and breadth of global expertise to every interaction that takes place.

Providing every client the service he needs, and every customer the support he deserves—that's what SYKES is all about. Delivering on their commitments; then finding ways to do more.

Sykes Enterprises Inc. is a global leader in providing outsourced customer management solutions and services, with over 17,000 employees. They are continually streamlining operations, investing in new technologies and formulating new business models to increase value to their clients, employees and shareholders.

*Sykes Global Services*

*distribution*

# case study. Sykes Global Services

## The Requirements

- Reliable wireless solution
- Seamless logon and for laptops, pc's and bar code scanners
- Minimal administration and management of system
- Cost-efficiently scalable
- Complete security for all users

## Business Situation...

Sykes Global Services strives to deliver the best service to their customers with key values being to improve their clients efficiency and profitability. It is therefore essential for the company themselves to follow this ethos.

The main requirement was for a wireless network that would scale economically and deliver seamless roaming to laptops, desktops and barcode scanners used in warehouses, (racked floor to ceiling) and busy production / manufacturing areas.

A Wi-Fi network would increase efficiency and allow for expansion or changes to be made quickly and easily without costly re-cabling. Whilst meeting these requirements, it was also of major importance that the system was completely secure and reliable, delivering fast, uninterrupted service with minimal user intervention or operational management.

## The Technology

- Aruba 800 Mobility Controller
- Aruba dual radio tri-band AP 65
- Aruba single radio dual band AP 60/61
- Policy Enforcement Firewall Module

## The Benefits

- Multiple layers of security protecting entire network
- High performance uninterrupted service
- Complete mobility with high speed access
- Automatic configuration and self healing
- Excellent return on investment

## REACT's Solution...

With the key concerns in mind, REACT consultants surveyed the site creating an RF plan and developed a solution utilising Aruba's technology.

Aruba is well known for its high performance, 'Mobile Edge' system that provides uninterrupted wireless connectivity with seamless mobility whilst protecting the entire network with multiple layers of security.

The system is ideal for Sykes and with many advanced features such as auto configuration and self healing, as well as automatic channel selection to avoid interference; it delivers a complete, manageable and cost efficient solution.

High speed access is maintained by Aruba's intelligent RF management; balancing and prioritising traffic. However as an extra precaution to ensure the fastest throughput, REACT chose dual radio, tri-band AP 65's; separating the slower speed barcode scanners onto the BG frequency and higher speed desktop and laptops onto the A frequency.

The network not only keeps management and overheads to an absolute minimum, but has the ability to be modified or expanded easily and economically suiting any future changes SYKES may wish whilst delivering excellent return on investment.

## Why REACT Technologies?

We understand that in today's ever evolving business world it is imperative that our customers have cutting edge technology that is adaptable, cost efficient and secure. With a wide range of professional products and services we provide scalable, bespoke solutions that suit your requirements and ensure flexibility and ease with continuing maintenance and support.