

Inter Crown Europe and InfiNet take Global-Line on a journey of discovery

Customer Benefits

- Flawless network operation across radio-hazarded areas;
- Up to 80 Mbps throughput in crowded urban environments;
- Excellent diagnostic features and support services;
- Stable, robust and secured communications to provide the local authorities with video surveillance and security services.

Requirements

- High-capacity backbone;
- Low latency and jitter;
- Minimal packet loss;
- QoS support.

Solution

- 16 x InfiLINK 2x2 80 Mbps links

Introduction

Wireless ISP Global-Line needed to change its business model as the scope for a traditional Internet service provider was becoming increasingly limited. InfiNet Wireless and Inter Crown Europe helped it to cater for a new market.

As a wireless ISP, Global-Line served its customers well. Domestic Internet subscribers were more than happy with the service Global-Line gave over its wireless networking infrastructure, which was built on a foundation of different types of 5 GHz radio infrastructure.

However, new growth was needed. One of the opportunities available was to offer IP video surveillance to businesses and local authorities in the city of Hatvan and neighbouring towns.

Since this would involve streaming high-resolution pictures, it was clear that the existing network needed to be upgraded. Extra capacity and new management tools would be the minimum requirements.

Global-Line's CEO Viktor Szechenyi called for 'heavy duty' equipment to be installed in the backbone of the network.

In a business class video offering, packet loss and low latency would have a noticeable effect on the quality of service, which must offer uninterrupted real-time footage.

Challenges



For the service provider, meeting this challenge is difficult, particularly when using wireless technology in a noisy, urban environment. Global-Line needed to support the images coming from 16 Axis-made high-resolution IP cameras.

There were a number of options for meeting this challenge. Global-Line asked its trusted advisor, distributor Inter Crown Europe, for advice on prices and technology capabilities.



Solution

“We decided to use InfiNet Wireless products as the backbone links for the IP surveillance system of Hatvan,” says Global-Line's CEO Viktor Szechenyi, arguing that it gave greater long-term customer benefits.

Previously they had enjoyed exceptional support on an InfiLINK 2x2, and found the web interface easy to use, he says. The pricing of InfiNet's integrated antenna models compared favourably to competitors, but it was the prospect of a long lasting partnership with Inter Crown Europe and the personal on-site deployment help that was to prove most persuasive.

A detailed performance testing, which compared the other vendors' options with an InfiLINK 2x2 solution, suggested that any short-term price reductions on other kits would be outweighed by the superior performance and cost effectiveness of the InfiLINK's 2x2 platform. InfiNet's commercial and technical support was superior too.

“Global-Line didn't want to get involved in the maintenance side and were looking for something that was close to 100 % safe,” says Laszlo Povaszai, Intercrown's business development manager. “When customers are looking for this kind of set up, InfiNet's reputation for supreme reliability is a strong selling point.”

The potential for interference and pulse collisions in a busy municipality was quickly neutralized by the rapid response of InfiNet Wireless's support team. One of the characteristics of InfiNet hardware is that it offers excellent diagnostic features, and these enabled the team to make rapid progress in ironing out possible problems. Global-Line reports that the links work flawlessly.

InfiNet's partner Inter Crown Europe empowers the end user with technical know-how too, and the investment it makes in training end users pays rich dividends as the network achieves a great level of robustness.

“We took the time to train customers, carried out free installations for the client and in doing so showed them how to carry out their own work. The skill transfers is invaluable to us and the client, because it was important for all concerned that Global-Line gets everything right first time,” says Povaszai.

The network was built using three links made up of InfiLINK 2x2 80Mbps, each with integrated 22dBi antennas along. In addition there were 16 links to customer premises equipment which created the peer-to-peer connectivity for each camera.

As a service provider, Global-Line has gone on a journey of discovery. Providing ISP services to consumers is one thing, but moving on to become a full media communications service provider, servicing businesses and municipal authorities, involves a considerable step up in class.

“The main benefit is that the customer gained trust from the local authorities,” says Povaszai. As a result Global-Line has been able to extend this new business model – operating IP surveillance systems on this network – to other nearby cities and is well placed to be awarded these new prestigious public service projects.