Skyline Wireless Services

Point to Point LAN Extensions

The Challenge – Connecting Sites "Wirelessly"

2015 saw an ever-increasing demand from both the private and public sectors, needing wireless technologies to connect remote sites onto a LAN/WAN.

A Skyline solution eliminates the need for fixed cable or service provider WAN links requiring potential cable digs and the associated excess charges usually expected from a carrier. Furthermore, these services can normally take extended periods to schedule and deliver, whereas the Empowered Skyline service can typically be delivered and installed in less than 2 weeks from point of order.

The return on investment "ROI" is usually under 18 months and the link hardware is owned by the customer not the carrier and is therefore not tied into lengthy contracts with cancellation charges, unlike a fixed term service.

What is Skyline?

A network link between 2 or more sites, using either RF (Microwave or MMWave Radio) with data rates ranging from 10Mbps to over 2Gbps depending on the technology used, distance and obstacles between the sites.

The Skyline package includes a desktop survey, which is undertaken free of charge, to determine if a link is viable; the installation service; provision of the radio hardware; full project management; all health and safety documentation; full installation reports and either 3 or 5 years of NBD break fix maintenance cover, all supplied with no excess charges and no minimum contract term.

Why is Skyline so cost effective?

Empowered is able to respond to a Skyline survey request within 24 hours from the point of enquiry. The customer can then make informed decisions much faster and is not left waiting to find out what the excess charges might be.

Thereafter, once the Skyline service is requested, it can be installed in a matter of days. This presents the customer with a direct connection into their network via a L2 bridge between their sites.

Very little, if any, disruption to the ongoing daily usage of the local area network is caused. Additionally, as the customer owns the hardware used to form the link, which can be redeployed as required, the investment is protected, reducing further capital expenditure for site moves and changes.

An unmatched - 99.999% SLA

All Skyline installations provide an unmatched SLA on reliability, based on uptime of the link and we are happy to boast 99.999% availability, which is far superior to any other technology available.

Empowered only works with market-leading Vendors in their field and has a team of highly skilled engineers, who understand the importance of the ability to deliver a quality-driven deployment. Our approach is to always ensure that the customer receives the minimum desired data rate and in most cases a little extra.

Skyline installations will be connected - where possible - to the customer's uninterruptable power supply (UPS) and backup systems in case of power failure.

For any ongoing service issues, Empowered is on hand to remedy the issue within one working day, under the NBD maintenance contract. Typical issues are normally related to either the equipment being physically moved, turned off or a software configuration fault.

Inherently secure by default

Proprietary design ensures a non-standards based system, unlike Wi-Fi which has numerous issues with standards-based security. All Skyline systems can be used in the most secure networks, including the MOD's manual Y and V, FIPS 140.2, GESG as required by local government agencies.

The physical design also adds to security of the link. Narrow beam and directionally focused antenna provide extra physical security, further reducing the risk of other radio interference affecting the network performance.

Installation considerations

Working at height and using access platforms and ladders, all require specific training and insurances. All Skyline installation teams are fully qualified and insured to perform these tasks. We also produce full risk assessments and method statements (RAMS) as standard, prior to any physical work being carried out.

Our vast experience in this field provides an insight into what should be required on site, to keep any disturbance to the daily routines of the site to a minimum.

Once installed, the hardware is fully commissioned and network tests are conducted with the customer, to ensure all systems are functioning as expected.

About Empowered

Empowered SMS Limited Established in 2006, Empowered SMS is one of the UK's leading IT partner service enablement providers. Empowered has rapidly become the first place where customers and partners turn to resource, deliver, manage or support their infrastructure for large scale and complex IT projects and managed service requirements, including Outcome-based professional services; Smart Support services and Managed Infrastructure services.

Empowered currently supports over 200 ICT providers across the UK, including system integrators and resellers, managed services providers, telecommunications providers, distributors and consultancies. Visit www.empowereduk.com to learn more about how the company is revolutionising support in the IT services sector.

To find out more, please contact **skyline@empowereduk.com**